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ABSTRACT

One of three individualized courses included in a lodging curriculum, this course covers the basic policies and procedures which are part of the duties of the hotel/motel front desk worker. The course is comprised of four units: (1) Introduction to the Front Office , (2) Front Desk Responsibilities, (3) Handling of Guest Charges and Credits, and (4) Equipment Used by the Desk Clerk. Each unit begins with a Unit Learning Experience Guide that gives directions for unit completion. The remainder of each unit consists of Learning Activity Packages (LAP) that provide specific information for completion of a learning activity. Each LAP is comprised of the following parts: objective, evaluation procedure, resources, procedure, supplemental sheets, study guide, and a LAP test with answers. The course is preceded by a pretest which is designed to direct the student to units and performance activities. (LRA)

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MOUNTAIN PLAINS LEARNING EXPERIENCE GUIDE:

Lodging.

Course: Front Desk Procedures.

CE027794

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
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Mountain-Plains Education &
Economic Development
Program, Inc.

Glasgow AFB, Montana 59231

Learning Experience Guide

COURSE: FRONT DESK PROCEDURES

DESCRIPTION:

Included in this course are the basic policies and procedures which are part of the everyday duties of the Hotel/Motel front office, such as: guest relations, guest registration and salesmanship. You will learn how to operate the NCR 42 accounting machine, credit equipment and other front desk equipment.

RATIONALE:

Skills and procedures gained in this course will enable you to become employed in the front office of any size hotel or motel. Using good procedures makes one more efficient while working as a front desk clerk.

PREREQUISITES:

Completion of front desk procedures course pretest.

OBJECTIVES:

Demonstrate accepted methods for performing the duties of a front desk clerk in a motel or hotel of any size.

RESOURCES:

A course resource list is attached.

GENERAL INSTRUCTIONS:

You will be required to practice and apply the procedures of desk clerk by participating in daily work situations at the Simulated Front Office.

Principal Author(s): D. Fuhrman

UNIT TITLES:

.01 Introduction to the Front Office
.02 Front Desk Responsibilities
.03 Handling of Guest Charges and Credits
.04 Equipment used by the Desk Clerk

EVALUATION PROCEDURE:

The student will undergo daily evaluation based on:

a. observation by the instructor
b. preciseness of daily reports
c. completion of front office forms
d. performance activity evaluation tests

The student must perform 100% on performance tests. In cases where there is no performance test, 90% or better on the unit cognitive test.

FOLLOW-THROUGH:

Upon completion of this course, the student will either:

a. be validated for occupation of desk clerk
b. enter the night auditing course to fulfill requirements for occupation of night auditor

RESOURCE LIST

Printed Materials

1. Bank Americard Member Operating Guide. BankAmerica Service Corp.
2. Check In - Check Out. Vallen, W.C. Brown Company, 1974.
3. Front Office Operation (book and workbook). Hazonics, ITT Educational Services, Inc., 1971.
4. Front Office Procedures (manual). Educational Institute of the American Hotel and Motel Association, 1970.
5. Hotel Front Office Management and Operation. 3rd Edition, Dukas, W.C. Brown Company, 1970.
6. Introduction to the Hospitality Industry (book and workbook). Kalt, ITT Educational Services, Inc., 1971.
7. Legal Aspects of Hotel, Motel and Restaurant Operations. ITT Educational Services, Inc., 1971.
8. NCR Class 5 Manual. National Cash Register Company.
9. NCR 42 Manual. National Cash Register Company.
10. NCR 52 Manual. National Cash Register Company.
11. Sweda Data Register Manual. Sweda International.
12. Sweda 76 Manual. Sweda International.
13. The Front Desk (study guide). National Educational Media, Inc., 1971.
14. The Hotelman's Basic Law. Ronald A. Anderson, Insurance Press, Ocean City, New Jersey, 1965.

Audio/Visual

Film Cassette:

1. The Front Desk. National Educational Media Film System, 1969.

Equipment

1. Assignment packages.
2. Bulletin Board.
3. Calculator.
4. Cash drawer.
5. Cash sheet.
6. Cashier deposit envelope.
7. City ledger file and account cards.
8. Credit card.
9. Credit card credit draft.
10. Credit card imprinter.
11. Credit card sales draft.
12. Front office forms (reservation requests, registration cards).

13. Guest account cards (manual).
14. Guest folio rack.
15. Paper clips and/or stapler.
16. Posting Machine, NCR 42; folios, vouchers, cash report and "D" report.
17. Projector, Fairchild Seventy-31, National Educational Media Film System.
18. Ruler.
19. Simulated front office with: registration desk
    room and reservation racks
    time and date stamping machine
    as much other equipment as possible to make a good simulation.
20. Sweda 76 Cash Register, folios, vouchers, etc.

4/28/75

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COURSE POST TEST: FRONT DESK PROCEDURES

25.02.01.01

1. By "common law" each hotel must offer to its guests:
   a. lodging, food, entertainment.
   b. lodging, entertainment, protection.
   c. lodging, food, beverage.
   d. lodging, protection, food.

2. One of the most important requisites for filling your job is:
   a. the ability to fit into the organization.
   b. your memberships in civic organization.
   c. the ability to perform the duties of other front office personnel as well as your own.
   d. the amount of experience you have had.

3. Hotels are classified according to:
   a. total square footage.
   b. number of rooms.
   c. age of the building.
   d. type of construction (brick, frame, etc.)

4. In the large modern hotel, the front office is under the supervision of the:
   a. rooms department.
   b. contact employee division.
   c. sales department.
   d. non-operating division.

5. The "motel messenger" :
   a. is a communications system between housekeeping and the front desk.
   b. is a message system used by the telephone department.
   c. is the same as the bellboy.
   d. is an intercom system used by front desk to contact quests or fellow employees.

25.02.01.02

6. In a small motel or hotel, the person stationed at the front desk is:

   a. the desk clerk.
   b. the front office clerk.
   c. the manager.
   d. always a woman.

7. A "guest representative" is:

   a. the front office manager.
   b. the front service department.
   c. a new name for all front office employees.
   d. desk clerk only.

8. A "stop key" :

   a. is the same as a "master key".
   b. allows the guests to charge food and beverages automatically.
   c. locks the room door so even the guest key won't work.
   d. is the same as the "pass key".

9. A "circulating" clerk is the same as a (n):

   a. floor clerk.
   b. record clerk.
   c. information clerk.
   d. mail clerk.

10. What is the pivotal position of the room clerk?

   a. He has to be able to help other area (mail, key, cashier).
   b. He is desk clerk during the day and night auditor at night.
   c. He can make or break a hotel.
   d. None of the above.

25.02.01.03

11. A bed made by joining two beds together is called:

   a. a hollywood twin.
   b. a convertible bed.
   c. a double bed.
   d. a studio bed.

25.02.01.04

12. A suite is:

    a. a large room with a divider.
    b. a parlor connected to one or more bedrooms.
    c. the same as a adjoining room.
    d. a bedroom connected to kitchen facilities.

13. An efficiency:

    a. is a large room which divides the bedroom from the living room.
    b. is a room which may or may not have sleeping facilities.
    c. is usually used for entertaining.
    d. has kitchen facilities.

25.02.01.05

14. A reservation in which the guest pays even if the room is not used is:

    a. a no show.
    b. a stay over.
    c. a guaranteed reservation.
    d. a confirmed reservation.

15. A no show is:

    a. a guest who forgets to tell the desk that he is staying for another day.
    b. a guest who never intended to pay and leaves.
    c. a person who does not cancel his reservation, and doesn't use it.
    d. none of the above.

25.02.01.06

16. A private-room bar set/up where guests do not pay for drinks is a:

    a. cash bar.
    b. open bar.
    c. host bar.
    d. paid bar.

17. The plan in which breakfast is included in the rate (or roll and coffee) is the:

    a. Continental plan.
    b. European plan.
    c. Modified American plan.
    d. Demi-Pension plan.

18. A meeting in which there are usually less than 35 people, and consisting of a general session and meeting of small groups is a (an):

    a. forum.
    b. work shop.
    c. clinic.
    d. institute.

19. A meeting in which there is a panel discussion by a specialist (audience does not participate) is a:

    a. forum.
    b. seminar.
    c. symposium.
    d. panel.

20. A meeting with one or more general sessions is a (an):

    a. conference.
    b. work shop.
    c. institute.
    d. congress.

25.02.01.07

21. Disposable goods will be widely used in a hotel when:

    a. the customer will accept them.
    b. in the 1980's.
    c. when the prices are competitive with what we use today.
    d. when the quality of disposables are improved. (i.e. softness)

22. Modular motel units:

    a. are not as nice as regular motel units.
    b. reduce construction time and cost.
    c. will be used in about ten years.
    d. all of the above.

23. Which would a hotel not have to do to accommodate foreign tourists?

    a. Set up tours to major points of interests.
    b. Set discount rates for food and lodging.
    c. Arrange for mult-lingual telephone and street directions.
    d. Serve many different types of food and beverages.

24. Which method is not being used to reduce hotel costs?

    a. making of beds automatically.
    b. guests servicing their own rooms - for lower rates.
    c. immovable beds for guests rooms.
    d. disposable and convenience goods.

25. Which is not an advantage of data processing, as motel owners see it today?

    a. Computerized food and beverage inventory.
    b. Preparation of monthly financial statements and balance sheets.
    c. The possibility of using information (secret and private) to other motels using the same system.
    d. Using for guest history reference to make contacts.

25.02.02.01

26. The choice of words or phrases you use when talking with a guest:

    a. has no effect on the "personality" of the hotel or motel.
    b. is a personal trait which needs only minor attention.
    c. can either please or displease the guests.
    d. should be the vernacular of hotel business.

27. If the guest has a complaint that you are not sure how to handle, you should:

    a. brave it out and use your own initiative to make the decision.
    b. blame it on another department or employee.
    c. go to the front office manager and explain.
    d. sympathize and tell the guest it is not your fault.

28. When a guest has a complaint you should:

    a. tell him where he is wrong.
    b. blame it on someone else in a different department.
    c. tell the guest it is not the hotel's fault.
    d. hear him out.

29. In dealing with a guest you should use his name:

    a. here and there to get across that he is respected.
    b. even if you are not sure that it is his name.
    c. never.
    d. as many times as you can in an effort to impress him.

30. Body language is:

    a. treating the guest as an individual, not just anybody.
    b. talking to guests about what the hotel consists of.
    c. the physical attitude of desk clerk.
    d. using facial expressions while talking to a guest.

25.02.02.02

31. The objective in the "Approach" step of making a sale is to:

    a. find out if the guest has a reservation.
    b. make a quick and favorable impression on the guest.
    c. allow clerk time to finish the task at hand before dealing with the approaching guest.
    d. have time to study the room rack.

32. The main reason why people buy something is because they:

    a. expect to benefit from it.
    b. like its shape and color.
    c. have seen it advertised on television.
    d. need it to exist.

33. The "presentation" in the sales progress means:

    a. showing the guest color photos of model rooms.
    b. taking the guest through some available rooms.
    c. presenting the registration card to the guest.
    d. presenting your product to the guest in such a manner that he will approve.

34. First attention should be given to:

    a. a price shopper.
    b. a guest with a reservation.
    c. a guest who is checking out.
    d. none of the above; they should be handled on a first come, first served basis.

35. In the "pricing" step you:

    a. emphasize value rather than price.
    b. compare your prices with the competitor's.
    c. ask the guest what price room he would like.
    d. offer the guest the lowest-priced room first.

25.02.02.03

36. In handling advance reservation deposits, the original copy of the Reservation Form is filed:

    a. by expected date of arrival in the advance reservation file.
    b. alphabetically in the advance reservation file.
    c. under the deferred accounts.
    d. in the accounting office.

37. A reservation is defined as:

    a. a guest-history card.
    b. request for future occupancy.
    c. a system such as Captain International.
    d. a record of presence.

38. Overbooking is defined as:

    a. a system used to maximize room rentals.
    b. pressure on the desk clerk.
    c. taking 15% + 5% of reservations.
    d. selling more rooms than what you sold on the same day the previous year.

39. A reservation rack:

    a. holds up to three months reservations.
    b. holds all confirmed reservations.
    c. holds only reservations which are guaranteed.
    d. holds only those reservations which have advanced deposits.

40. Color codes are used to:

    a. show who has the room reserved.
    b. show special information about the reservation.
    c. show price of room desired to desk clerk.
    d. show special information about room to desk clerk.

25.02.02.04

41. The act of registering at a hotel or motel:

    a. can be waived by the manager.
    b. is optional with the guest.
    c. is for the protection of both management and the guest.
    d. is for the protection of management.

42. The guest history is:

a. required by law in may states.
b. a brief record of guest preferences, credit rating, and patronage.
c. another name for guest account folio.
d. used only by the sales department.

43. A combination card:

a. is used in larger hotels.
b. is registration, billing & guest history card in one.
c. is the same as the guest history card.
d. is a registration and billing card only.

44. One reason for registering a guest is to:

a. know how he is going to pay.
b. have a chance to get him to complete a guest history card.
c. know he is in the house.
d. follow management policy.

45. The class of mail which requires special attention is:

a. fourth class.
b. first class.
c. second class.
d. fifth class.

25.02.02.05

46. In hotel terminology, a "sleeper" is:

a. a vacant room that is being carried in the room rack as "occupied".
b. a room with three or more beds.
c. a guest who leaves the "do not disturb" sign on his door past check-out time.
d. a guest who leaves without paying his bill.

47. A stock card:

a. is the same thing as a block card.
b. is used in the front office of all hotels and motels.
c. contains all pertinent room information.
d. merely indicates whether or not a room is sold.

48. It is absolutely essential that the room rack be kept current at all times to:

    a. prevent guests being assigned to occupied rooms.
    b. facilitate the posting of charges to guest folios.
    c. facilitate handling of incoming phone calls for guests.
    d. know where the room is located.

49. Flagging as related to rooming a guest means to:

    a. send the rooming slip to the appropriate departments.
    b. put on the guest folios that the guest is a VIP.
    c. flag the room rack for a guest wake-up call.
    d. flag the room rack for a guest message.

50. Blocking a room rack means to:

    a. set aside a whole floor of rooms for reservations.
    b. hold the room for a late arrival.
    c. indicate which rooms have connecting rooms.
    d. indicate which rooms have color TV's.

25.02.02.06

51. One of the things which should be done in the event of a fire is to:

    a. try to put the fire out yourself, before calling fire department.
    b. rush to see what is going on, even if you are the only person at the desk.
    c. clear all the people out of the hotel.
    d. notify all guests in the danger area to evacuate.

52. If a guest dies in his room, you should:

    a. not disturb the body, or any effects in the room.
    b. call relatives of guest immediately.
    c. notify the police, they should remove the body through the front entrance.
    d. lock the room with the regular room key.

53. After the police have removed the body, you should:

    a. call the coroner.
    b. lock room with "stop key".
    c. immediately notify the guest's relatives.
    d. have maid make-up the room.

54. After an accident or death has occured in a room you should:

  a. make a written report to the management, concerning time, date, people involved, cause of accident.
  b. leave the room "out of order" for one or two days.
  c. have the maid prepare the room for rental.
  d. Immediately give the guest who was in the room a "complimentary" stay.

55. Mislaid articles:

  a. generally are given to the finder.
  b. are articles which were not put there by the owner.
  c. relieve the management of the responsibility of trying to find the owner.
  d. legally belong to the finder.

25.02.02.07

56. The guest-innkeeper relationship does not apply when a guest:

  a. with the consent of the innkeeper, departs leaving part of his belongings, having expressed his intention to return shortly to pick them up.
  b. has suffered a personal injury on the hotel premises.
  c. is mistreated by an employee.
  d. advises the innkeeper he is departing temporarily but will return at a specific time and may be billed by the innkeeper.

57. The innkeeper is liable for the actions of his employee:

  a. while the employee is on duty.
  b. when the employee is ejecting a guest.
  c. when a guest receives a personal injury due to the carelessness of an employee.
  d. all of the above.

58. When hotel property is destroyed by a guest, the:

  a. guest should be charged for the value of the property destroyed.
  b. hotel has no recourse.
  c. guest should be ejected from the premises immediately.
  d. police should be called at once.

59. To prevent theft of guest property, the management should:

  a. carefully check references of prospective employees.
  b. instruct cashier to ask departing guests for their room keys.
  c. make the rule that no employee may remove room keys from the hotel.
  d. all of the above.

60. Common law defines an inn as:

    a. a place serving food and drinks.
    b. a hostelry providing stables for horses.
    c. an establishment renting apartments on a monthly basis only.
    d. a public house having social responsibilities for the well-being of the travelers.

25.02.03.01

61. Hotel services are:

    a. recoverable if the guest fails to pay his bill.
    b. insured against credit losses.
    c. paid for in advance in most cases.
    d. continuously being used up and lost forever if not paid for.

62. Which is not a standard hotel rule used to reduce losses?

    a. Only give credit to those people who have credit card numbers.
    b. All guests accounts that remain unpaid after a bill has rendered are forwarded to the credit department.
    c. All guests accounts that show an unusual accumulation of charges are listed by the night auditor for investigation by the credit department.
    d. All hotel employees are asked to keep their eyes open to what is going on in the hotel.

63. For the credit department, the night auditor prepares:

    a. a list of accounts remaining unpaid three days after a bill has been rendered to the guest.
    b. a list of all guests who have completed their seventh day in the hotel.
    c. a summary of cash disbursements for guests.
    d. a summary of front office cash receipts and disbursements.

64. "Cashed" is put on the back of a check:

    a. so someone cannot cash the check besides the hotel.
    b. so the credit manager can list the check on the confidential report.
    c. so the hotel knows it was not to apply on the guest's account in payment of the bill.
    d. so the check will be included on the floor limit list for that guest.

65. When are C.O.D. charges accepted for a guest?

    a. Never.
    b. Only for special guests.
    c. Only if guest gives you his credit card number and informs you he will accept it.
    d. Always if the guest gives you permission.

25.02.03.02

66. Which is not true concerning credit and cash?

    a. the credit card companies pass out lists to the hotels which list cancelled cards.
    b. a hotel should get the credit card number at check-in or prior.
    c. hotels are stiffening their approach to credit card transactions.
    d. a hotel honors all credit cards.

67. The first concern when cashing a guest's check is:

    a. if the check is filled out properly.
    b. whether the guest has credit identification.
    c. if the check has any erasures on it.
    d. how much the check is written for.

68. If the figure and the written amount on a check don't agree, you should:

    a. cash the check according to the written amount.
    b. cash the check according to the figure amount.
    c. ask the guest to rewrite the check.
    d. call the manager and let him decide.

69. When should a credit card number be taken by the desk clerk?

    a. When the guest requests a reservation.
    b. At the point of sale-check-in.
    c. At the point when he wants to pay the bill.
    d. When ever it is convenient fot the guest.

70. A two-party check is:

    a. a check in which the person cashing it has the check endorsed to him on the back of the check.
    b. a check in which the person cashing it is not the person who wrote it.
    c. a check made payable to a business firm.
    d. none of the above.

25.02.03.03

71. "Receipts" are defined as:

    a. only money received for payment of a guest bill.
    b. all money except money received from credit card companies in payment of bills.
    c. all money received during a day except cash sales.
    d. any monay taken in during a shift.

72. "Paid Outs" are defined as:

- a. paying out money for hotel expenses only.
- b. only paying out money for the guests.
- c. money for tips or any other reason to pay money out of the bank.
- d. a slip of paper authorizing money to be paid out.

73. A paid out voucher:

- a. is manditory when making a paid out of any kind.
- b. is only used in paid outs for guests.
- c. should be signed by the cashier.
- d. is usually blue in color.

74. The first step in making a paid out is:

- a. to pay the money.
- b. to pick up the old balance on the machine.
- c. to post the paid out to the guest folio.
- d. to examine the voucher, be sure it is signed and filled out.

75. A relief bank is:

- a. the night auditor's "house bank."
- b. the same amount as the house bank.
- c. money given a person who takes over your shift, to use as his bank.
- d. used on most shifts.

25.02.03.04

76. Which is not an advantage that the credit card owners say they offer?

- a. New sources of business are opened.
- b. Spending potential of the guest is expanded.
- c. Rapid remittances are always guaranteed to the hotel.
- d. None of the above.

77. Which is not a disadvantage of the use of credit cards by a hotel?

- a. The cash flow of the motel is delayed.
- b. The card company uses the hotel's money on an interest-free basis.
- c. The credit card company charges the hotel a commission.
- d. None of the above.

78. Which company is the larger?

    a. Diner's Club.
    b. Carte Blanche.
    c. BankAmericard.
    d. American Express.

79. An example of a travel and entertainment card is:

    a. American Express.
    b. Frontier Airlines.
    c. Hertz.
    d. Uni-card.

80. The star on a BAC card means:

    a. the floor limit is $100.00.
    b. the card is a chargex card.
    c. the card has expired.
    d. the floor limit is $50.00.

25.02.03.05

81. When using the American Express credit card, the hotel:

    a. only gives floor limits up to $250.00.
    b. has the right to not accept a card, even though everything is correct according to the American Express policies and procedures.
    c. can collect directly for group meetings, and conventions.
    d. usually pays 4-4½% in commissions.

82. Which is not one of the four points given in the book to check for when presented an American Express card?

    a. Be satisfied that the card has not been altered.
    b. Compare the signiture on the card to the one on the form.
    c. Check the floor limit.
    d. None of the above.

83. When preparing the American Express charge record form, which is not recommended?

    a. Give the member the hard copy of the charge record.
    b. Enter the account folio number in the box "check or bill number."
    c. Imprint the card holder's account number on the account folio.
    d. Clip or staple the charge record to the guest folio.

84. When sending charges to American Express:

a. send two copies of the summary record form.
b. send the charges in at least weekly.
c. to avoid delays, staple charge records together.
d. send photo copies of account folios.

85. When taking a phone order (using BAC):

a. you do not have to get the signature of the guest.
b. it is always necessary to call the authorization center.
c. it is not possible to take a phone order.
d. you print the customer's name on the signature line.

25.02.03.06

86. A voucher is:

a. serially numbered for control purposes.
b. another name for a transfer slip.
c. always prepared in duplicate on sensitized paper.
d. none of these.

87. Before accepting a charge sale, the restaurant cashier should:

a. verify that the guest is registered in the hotel or has a city ledger account.
b. put her initials on the check.
c. get the assistant manager's approval.
d. push the "charge" button on the cash register.

88. At the end of his watch, the dining room cashier counts the money in the cash register and:

a. subtracts his bank from his total.
b. lists the amount of money remaining on a cashier's envelope.
c. totals the cashier's report of cash and charge sales.
d. all of the above.

89. Charge sales originated in the dining room by registered guests:

a. appear as a total on the Front Office cash sheet.
b. are posted to guest accounts in the front office.
c. are of no concern to the front office.
d. are posted to the city ledgers.

90. Accounting controls are most valuable as a means of:

a. simplifying inventories.
b. compiling a business history.
c. evaluating the work of the accountant.
d. safeguarding assets.

25.02.03.07

91. Which is true if you are trying to trace all the folios connected with a guest's stay?

a. Registration cards are filed numerically.
b. All departed guest folios are filed numerically in consecutive order in the active guest file.
c. Registration cards are filed alphabetically.
d. All departed guest folios are filed alphabetically in consecutive order in the inactive guest file.

92. The number of front office cash sheets depends on:

a. size of motel (whether it also has restaurant and lounge).
b. the management.
c. the size and format of the sheet and the number of cash transactions that occur during the watch.
d. how big the house bank is.

93. The cash sheet totals are summarized:

a. in the recapitalation section of the transcript.
b. monthly.
c. weekly.
d. and should equal the total check outs for that day.

94. A change is:

a. movement of data from one folio to another in the same ledger.
b. the same as a transfer.
c. movement of data from one folio to another in a different ledger.
d. all of the above.

95. On a change:

a. it is not necessary to have anyone sign the folio.
b. you always have the person to whom you are changing sign the folio.
c. you always have the person who requested the change sign it.
d. only the desk clerk has to initial the folio.

25.02.04.01

96. Which is not a purpose of equipment in a hotel?

    a. To provide maid work.
    b. To sell rooms.
    c. To serve guests.
    d. To control inventory.

97. A file used to store active guest accounts is the:

    a. guest history rack.
    b. city ledger.
    c. registration rack.
    d. guest folio rack.

98. Typewriters in a hotel are:

    a. used to complete the registration card.
    b. used only to send reservation confirmation letters.
    c. usually equipped with colored ribbon to color code the information slips.
    d. used to complete rack slips.

99. A device which aids communications between departments is:

    a. telemax.
    b. telautograph.
    c. holidex.
    d. hotelex.

100. Dallett Jones:

    a. is a referral system.
    b. is a wake-up call system.
    c. established a chart system for scheduling rooms.
    d. is a radio paging system.

25.02.04.02

101. Which is not an advantage of the NCR 42, for the operator?

    a. reduces posting time.
    b. eliminates mental computation of guest balances.
    c. offers protection against errors.
    d. none of the above.

102. Which is not an advantage of the NCR 42, for the guests?

a. Provides fast efficient checkout.
b. Furnishes neat descriptive bills.
c. Permits evaluation of day's business at a glance.
d. None of the above.

103. The control keyboard on the NCR 42 does not permit:

a. column selection of forms inserted into the machine.
b. addition, subtraction and multiplication.
c. transfer of debit and credit.
d. sub-balances, subtotal, totals.

104. The subtotal key on the NCR 42:

a. is used to print the total of guest charge before balancing out the guest folio.
b. prints a "Z".
c. is used to read the departmental totals (paid/paid-out).
d. is used to zero the departmental totals (paid/paid-out).

105. The number key on the NCR 42:

a. records reference or voucher numbers on the guest folio.
b. adds and subtracts but doesn't print on the audit tape.
c. records the room numbers on the guest folios.
d. prints on the audit tape only.

25.02.04.03

106. The cashier's report which you use on the NCR 42:

a. is called a "D" report.
b. will have a zero opening balance for every shift.
c. will list "A" 's closing balance as "B"'s opening balance.
d. uses the sub-balance key to read the totals.

107. If "B" shift forgets to unlock his cashier on the NCR 42:

a. then a "B" will print on "C"'s shift.
b. the machine will not operate.
c. it will not show up on "A"'s shift.
d. it will not show up on "C"'s shift.

108. A charge and credit prints:

a. in the third and fourth column of the guest folio.
b. credits in the second and charges in the third column.
c. below the red line on the left printing table.
d. above the red line on the printing table.

109. The balance pick-up:

a. prints below the red line on the printing table.
b. prints on the next line to the last transaction.
c. prints Dr. behind it if it is a debit.
d. prints on the same line as the last transaction.

110. The departmental charge keys cause what to happen in the balance computing mechanism and in individual totals on the NCR 42?

a. Addition and subtraction.
b. Subtraction.
c. Multiplication.
d. Addition.

25.02.04.04

111. In forwarding a balance when a ledger card is filled, the last step is to: (on the NCR 42)

a. fill in from-to-section on both folios.
b. depress the sub-balance key.
c. post the charge.
d. depress the space and eject key.

112. What number do we use to indicate a folio balance transfer when the card is full? (on the NCR 42)

a. 6000
b. 9000
c. 9999
d. It depends on managements policy.

113. When forwarding a balance (using misc. debit and credit keys), the first step is to: (on the NCR 42)

a. depress the miscellaneous credit key.
b. depress the miscellaneous debit key.
c. separate the statement-ledger form.
d. depress the debit on credit, depending on the balance.

114. The reason for separating the ledger-statement when forwarding a balance is: (on the NCR 42)

a. so the transaction will not print on all three statements.
b. one copy goes in checkout section, and one copy to new guest folio.
c. the folio does not get stuck in the machine.
d. this is management's policy.

115. A paid out (on the NCR 42) for a hotel expense:

a. is handled the same as a paid out for a guest.
b. is handled through the machine.
c. is not used when preparing the cash report.
d. must be accompanied by a document, signed by the recipient.

COURSE POST TEST ANSWER KEY: FRONT DESK PROCEDURES

Occupational Area: ______________________
File Code: 25.02.00.00.A2-2
Name: ______________________

ANSWERS

25.02.01.01	1.	D	25.02.01.07	21.	C	25.02.02.04	41.	C
	2.	A		22.	B		42.	B
	3.	B		23.	D		43.	B
	4.	A		24.	A		44.	C
	5.	A		25.	C		45.	D
25.02.01.02	6.	A	25.02.02.01	26.	C	25.02.02.05	46.	A
	7.	C		27.	C		47.	D
	8.	C		28.	D		48.	A
	9.	B		29.	A		49.	A
	10.	C		30.	C		50.	A
25.02.01.03	11.	A	25.02.02.02	31.	B	25.02.02.06	51.	D
25.02.01.04	12.	B		32.	A		52.	A
	13.	D		33.	D		53.	B
25.02.01.05	14.	C		34.	D		54.	A
	15.	C		35.	A		55.	A
25.02.01.06	16.	B	25.02.02.03	36.	A	25.02.02.07	56.	A
	17.	A		37.	B		57.	D
	18.	B		38.	A		58.	A
	19.	C		39.	B		59.	D
	20.	A		40.	B		60.	D

COURSE POST TEST ANSWER KEY: FRONT DESK PROCEDURES

Occupational Area: ____________________

File Code: 25.02.00.00.A2-2

Name: ____________________

ANSWERS

25.02.03.01	61. D ____	25.02.03.05	81. C ____	25.02.04.02	101. C____
	62. A ____		82. C ____		102. C____
	63. A ____		83. A ____		103. B____
	64. C ____		84. B ____		104. C____
	65. C ____		85. A ____		105. D____
25.02.03.02	66. D ____	25.02.03.06	86. D ____	25.02.04.03	106. C____
	67. B ____		87. A ____		107. D____
	68. C ____		88. D ____		108. C____
	69. B ____		89. B ____		109. D____
	70. B ____		90. D ____		110. D____
25.02.03.03	71. D ____	25.02.03.07	91. C ____	25.02.04.04	111. A____
	72. C ____		92. C ____		112. D____
	73. A ____		93. A ____		113. C____
	74. D ____		94. A ____		114. D____
	75. C ____		95. C ____		115. D____
25.02.03.04	76. C ____	25.02.03.07	96. A ____	25.02.04.05	116. C____
	77. D ____		97. D ____		117. B____
	78. D ____		98. D ____		118. B____
	79. A ____		99. B ____		119. D____
	80. A ____		100. C ____		120. D____

File Code: 25.02.01.00.A2-1

Date Published: 1/12/76

Mountain-Plains Education &
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Learning Experience Guide

UNIT: INTRODUCTION TO THE FRONT OFFICE

RATIONALE:

Knowing the organization of the front office, the terminology used, the future concepts and the duties performed will increase one's chances of employability when on the job interview.

PREREQUISITES:

None.

OBJECTIVE:

List staff organization and duties, complete checklist on terminology, and be able to identify concepts relating to the future of the hotel industry.

RESOURCES:

Front Office Operation, Chapter 1, pages 1-12; Chapter 12, pages 161-169; Glossary, pages 172-176.
"Front Office Operation", Chapter 1 and Chapter 12. (workbook)
Hotel Front Office Management and Operation, Chapter 2.
Introduction to the Hospitality Industry, Chapter 4, pages 33-63; Chapter 10, pages 147-152.
"Introduction to Hospitality Industry". Chapter 4. (workbook)

GENERAL INSTRUCTIONS:

The texts will be in a room which will be shown to you by the instructor. Put the texts back on the shelves at the end of you last Mod. Upon completing the activity, take and score the LAP test. You may use the text when completing the study guide. Be sure to keep an account of your time used to complete each LAP and each test.

Principal Author(s): D. Fuhrman

PERFORMANCE ACTIVITIES:

1. Front of the House
2. Staff Make-up and Duties
3. Beds (checklist)
4. Room Accommodations (checklist)
5. Room Reservations (checklist)
6. Food, Bar and Meetings (checklist)
7. Changing Face of Hotel Keeping

EVALUATION PROCEDURE:

Score 9 out of 10 items on each test. The unit cognitive test must be passed with 90%. On this unit there is no performance test.

FOLLOW-THROUGH:

Go to the first assigned LAP.

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File Code: 25.02.01.01.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Front of the House

OBJECTIVE:

Identify the departments that make up the front-of-the-house and recognize their required and desired functions.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Introduction to the Hospitality Industry, Chapter 4, pages 33-63.
"Introduction to the Hospitality Industry", (Workbook), Chapter 4, pages 31-40.
Hotel Front Office Management and Operation, pages 1-9.

PROCEDURE:

Steps

Using the above books, complete the following steps:

1. Read Chapter 4, pages 33-63 of book Introduction to the Hospitality Industry.
2. Review chapter, "Questions for Discussion", pages 63-64.
3. Using text, Front Office Management and Operation, read pages 1-9 and study carefully.
4. Next, using the text complete the questions in the workbook, "Introduction to the Hosupitality Industry", pages 31-40. Check your answers with the answer key.
5. When you feel you know the material, complete the LAP test and score it.
6. Review the questions missed. Continue to the next assigned Learning Activity package.

Principal Author(s): D. Fuhrman

NOTE: Remember, some of these jobs will be for a large hotel and you might not use them in a small operation.

The "Red Book" is a listing of Motels (books), which is AH & MA's office listing of hotels and motels.

> AH & MA (American Hotel and Motel Association) the most renowned organization in this industry.

There are three (3) shifts in a hotel day.

- a. Morning shift (usually 7:00 - 3:00).
- b. Afternoon shift (usually 3:00 - 11:00).
- c. Night shift (usually 11:00 - 7:00).

Color Codes are:

A. To alert desk clerk of something special about the reservation.

Blue - Hold for late arrival.
Pink - VIP (Very Important Person)
Green - Guest may be roomed only in the room indicated.
Yellow - Guest may be roomed in any room available.

Participant: ______________________ File Code: 25.02.01.01.A2-2

Date: ______________________ Date Published: 3/20/74

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LAP TEST: FRONT OF THE HOUSE

1. Select following departments within Front-of-the-House:

   a. front office, telephone, security, housekeeping, front service.
   b. security, accounting, housekeeping, front office, front service.
   c. front service, accounting, housekeeping, security, telephone.
   d. telephone, security, accounting, front office, housekeeping.

2. By common law, each motel must offer to its guests:

   a. lodging, food, entertainment.
   b. lodging, entertainment, protection.
   c. lodging, food, beverages.
   d. lodging, protection, food.

3. The "Hotel Nerve Center" is the:

   a. front office department.
   b. front-of-the-house.
   c. housekeeping department.
   d. accounting department.

4. Which is not a statutory law which a hotel must follow?

   a. liability for guest property.
   b. high standard of cleanliness and sanitation.
   c. requirements regarding hotel construction.
   d. required to have food facilities available.

5. Which is not a category in which a hotel can be classified?

   a. length of guest stop over.
   b. type of building.
   c. type of patronage.
   d. location and length of operating period.

6. To be classified as a "large" hotel, a hotel must have:

   a. 500 rooms.
   b. over 500 rooms.
   c. more than 300 rooms.
   d. at least ten stories.

7. Hotels are classified according to:

   a. total square footage.
   b. number of rooms.
   c. age of the building.
   d. type of construction (brick, frame, etc.)

8. The most direct personal contact area in the hotel is:

   a. front service.
   b. front office.
   c. housekeeping.
   d. telephone.

9. The housekeeper's report shows:

   a. the total number of rooms vacant and occupied.
   b. how many rooms are reserved for that day.
   c. how many guests stayed in the rooms.
   d. if there are any sleepers.

10. The "Motel Messenger":

   a. is a communications system between housekeeping and the front desk.
   b. is a message system used by the telephone department.
   c. is the same as the bellboy.
   d. is an intercom system used by front desk to contact guests or fellow employees.

LAP TEST ANSWER KEY: FRONT-OF-THE-HOUSE

1. a
2. d
3. a
4. d
5. b
6. c
7. b
8. b
9. a
10. a

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File Code: 25.02.01.02.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Staff Make-up and Duties

OBJECTIVE:

Recognize the job titles, duties of staff and definition of terms involved with a motel/hotel front office.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 1, pages 1 - 12.
"Front Office Operation", (Workbook), Chapter 1, pages 1 - 6.

PROCEDURE:

Steps

Using the above resources, complete the following steps, in order:

1. Read Chapter 1, pages 1-12, of text. When you finish reading the chapter, go back over and review it.
2. Go over the section, "Questions for Discussion" on page 12.
3. Next, take the test in the workbook, pages 1-6, using the text. This can be taken orally or written.
4. You can check your answers with the answer sheet.
5. When you feel you know the material, take LAP test and score it.

You cannot use the text when taking this test, or any other resource material.

6. Turn in the answer sheet to the instructor. Include the data and time spent on the LAP.

Principal Author(s): D. Fuhrman

NOTE: Remember, the duties and titles are not the same for all hotel/motels. It depends upon the size whether one person does everything or just a specific part.

A "Skipper" is a person who stays at the hotel/motel and then skips or leaves without paying his bill.

Occupancy is a term used to describe how full or how many units were used that night.

Room clerk just sells and assigns rooms where a Desk Clerk handles all duties of the desk such as: Telephone, reservations, check in and check out.

Participant: ______________________ **File Code:** 25.02.01.02.A2-2

Date: ______________________ **Date Published:** 3/20/74

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LAP TEST: STAFF MAKE-UP AND DUTIES

1. In a small motel or hotel, the person stationed at the front desk is:

   a. the desk clerk.
   b. the front office clerk.
   c. the manager.
   d. always a woman.

2. Which is not a duty of the front office?

   a. to sell rooms.
   b. to greet guests and give information.
   c. to prepare housekeeping reports.
   d. to keep accounting records (daily transcript).

3. A "Guest Representative" is:

   a. the front office manager.
   b. the front service department.
   c. a new name for all front office employees.
   d. desk clerk only.

4. A "Stop Key":

   a. is the same as a "master key".
   b. allows the guest to charge food and beverages automatically.
   c. locks the room door so even the guest key won't work.
   d. is the same as the "pass key".

5. A "Circulating Clerk" is the same as a:

   a. floor clerk.
   b. record clerk.
   c. information clerk.
   d. mail clerk.

6. Which one does not relate to the night manager?

   a. has same functions as assistant manager.
   b. same as night auditor.
   c. prints name of guest on wake-up call sheet.
   d. prepares daily transcript.

7. A sleeper is:

   a. someone who stays longer than expected.
   b. someone who leaves without paying his bill.
   c. someone who sleeps late so the maid cannot clean the room.
   d. rooms on rack which are not occupied, but are not so indicated.

8. In a typical front office of a large hotel, which one is not a staff position?

   a. front office manager.
   b. cashier.
   c. key clerk.
   d. reservation clerk.

9. The purpose of the front office job is to:

   a. sell rooms.
   b. give information to guests.
   c. handle guest relations.
   d. maintain constant inventory of rooms.

10. A cashier:

    a. is always a woman.
    b. checks people into the hotel.
    c. keeps a record of guest transactions.
    d. supervises the desk clerk in a medium size motel.

LAP TEST ANSWER KEY: STAFF MAKE-UP AND DUTIES

1. a
2. c
3. c
4. c
5. b
6. a
7. d
8. d
9. a
10. c

File Code: 25.02.01.03.A2-0

Date Published: 1/12/76

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Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Bed (Checklist)

OBJECTIVE:

Identify types of beds used in the motel/hotel.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test about this LAP and the LAPs entitled: "Room Accommodations" and "Room Reservations". Successful completion is nine out of ten items.

RESOURCES:

Checklist (see attachment at end of activity)

PROCEDURE:

Steps

1. Study the various types of beds given on the attached checklist at end of activity.
2. When understanding of the material is reached, go to next LAP. Take the combined test after completion of this LAP and LAPs 25.02.01.04 "Room Accommodations (checklist)" and 25.02.01.05 "Room Reservations (checklist)".

Principal Author(s): D. Fuhrman

File Code: 25.02.01.08.A2-0

Date Published: 1/12/76

BEDS

CLOSET: A bed which unfolds from a closet or wall for use by one or two persons (also called a Murphy bed).

CONVERTIBLE: A sofa that converts into a bed for one or two persons, depending on the width; it usually has a fixed back.

ROLL-A-WAY: A folding bed designed for one person; usually used for accommodating children in a room with their parents (also called a cot).

DOUBLE: A bed designed to accommodate two persons; it is about 57 inches wide and 81 inches long (also called a queen size).

SINGLE: A bed designed for one person; it is about 39 inches wide and 81 inches long. Extra-long beds are offered in some areas. In most Inns now, the single is usually a double size bed.

STUDIO: A bed which slides out beyond a backrest for sleeping and into the backrest for use as a sofa; usually designed without headboard or footboard.

THREE-QUARTER: A three-quarter bed designed for one person; it is about 51 inches wide and 81 inches long (also called a full size).

TWIN: Two single beds for two persons, sometimes made to be joined together with one common headboard (Hollywood twin).

KING: An extra wide bed (usually 78 x 80 inches) California King is 90 x 90.

SOFA BED: Has fixed back and arm; that can unfold into a single or double bed, (also called a hideabed).

WATER BED: A bed which usually is king size and filled with water. You can get it with heating and vibrating element. New type of bed not used except for suites or special rooms.

File Code: 25.02.01.04.A2-0

Date Published: 1/12/76

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Learning Activity Package

Student: ______________________

Date: ______________________

PERFORMANCE ACTIVITY: Room Accommodations (checklist)

OBJECTIVE:

Identify the types of room accommodations which are used by hotel/motel personnel.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test about this LAP and the LAPs entitled "Beds (checklist)" and "Room Reservations". Successful completion is nine out of ten items.

RESOURCES:

Attached checklist. "Room Accommodations"

PROCEDURE:

Steps

1. Review list of room accommodations which is attached to this activity.
2. When you feel you know the material, go to the next LAP. Take the combined LAP test after completion of LAPs 25.02.01.03 and 25.02.01.05.

Principal Author(s): D. Fuhrman

File Code: 25.02.01.04.A2-0

Date Published: 1/12/76

ROOM ACCOMMODATIONS

ADJOINING ROOMS: Rooms next to one another with no connecting door.

CABANA: A room next to the pool area, usually separated from the hotel's main building and sometimes having sleeping facilities (sometimes next to the beach).

CONNECTING ROOMS: Two or more rooms with private connecting doors permitting access between the rooms without going into the corridor.

DOUBLE: A room for two persons with either one or two beds.

DUPLEX: A two-story suite (parlor and bedrooms) connected by a stairway.

EFFICIENCY: An accommodation with some type of kitchen facility.

HOSPITALITY ROOM: Usually a parlor or function room used for entertaining.

HOSPITALITY SUITE: A parlor with connecting bedrooms to be used for entertaining.

INSIDE: A room facing a court of the ground area of a hotel; it is enclosed by two or more wings of the building.

JUNIOR SUITE: A large room with a divider that separates the bedroom furnishings from the sitting area (also called petite suite).

LANAI: A room usually found in resort hotels with a balcony or patio overlooking water or garden (also called veranda).

OUTSIDE: A room in that section of the hotel which faces the street.

PARLOR: A living room or sitting room not used as a bedroom. The living room portion of a suite (Europeans call it a salon).

SAMPLE: A display room for showing merchandise that may or may not convert into a sleeping room.

SIBERIA: A room or rooms least desirable, sometimes called "Purgatory" next to a noisy elevator perhaps. It also is used to designate the worst seating area in a restaurant.

SINGLE: A room to be occupied by one person.

SUITE: A parlor connected to one or more bedrooms. When a suite is requested, always specify the number of bedrooms offered.

STUDIO: Sometimes called an "executive room", a studio is a one-room parlor setup having one or two couches that can convert into a bed.

TWIN: A room with two single beds for two persons. The beds sometimes can be joined with one common headboard (Hollywood twin).

TWIN DOUBLE: A room with two double beds, for two, three, or four persons; sometimes called a "family room" or "double double".

CHANGE: Moving a guest from one accommodation to another at the guests' request.

CORNER ROOM: On a corner of a building, having two windows to be able to look two ways.

EXPOSURE: Pertains to the direction the room faces (south or east).

HOSTEL: An inexpensive but supervised facility with limited services catering usually to people a foot, mostly found near a resort area (sort of like a small hotel).

OUT OF ORDER (OOO): Means room is not available for sale because of repairs or other emergency.

SLEEP OUT: A room which is paid for by the guest, but was not slept in.

ELL: Wing of the building usually at right angles to the main building.

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File Code: 25.02.01.05.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Room Reservations (checklist)

OBJECTIVE:

Recognize types of hotel/motel room reservations.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test about this LAP and the LAPs entitled "Beds (checklist)" and "Room Accommodations". Successful completion is nine out of ten items.

RESOURCES:

Checklist on Room Reservation terms.

PROCEDURE:

Steps

1. Study the different types of room reservation terms listed on the attachment to this activity.
2. If there are any questions concerning the list, ask the instructor for any help needed.
3. When a sound knowledge of the material covered is reached, take the combined LAP test after completing this LAP and LA[illegible] 25.02.01.03 and 25.02.01.04.
4. Score the LAP test and turn in the answer sheet.
5. If you did not score 90% or above review the LAP material.
6. Go on to the next assigned LAP.

Principal Author(s): D. Fuhrman

File Code: 25.02.01.05.A2-0

Date Published: 1/12/76

ROOM RESERVATIONS

CHECK-IN: Registration of guests for room occupancy. The hotel day starts at 6 AM, but rooms may not be available until the established check-out time, usually in the early afternoon.

CHECK-OUT: The guest's departure after he turns in his key and lets the hotel know he wants to leave.

COMMERCIAL RATE: Often called "company rate", the rate agreed upon by a company and a hotel or hotel chain for all individual room reservations.

CONFIRMED RESERVATION: Written confirmation by the hotel (rarely oral) that a reservation has been accepted. Usually it is made with a check-in deadline agreed upon, unless late arrival is specified.

DAY RATE: Sometimes called "use rate", this is a rate the hotel charges for the use of the room part of the day, usually up to 5 PM. This rate generally is one-half the regular rate of the room.

DEPOSIT RESERVATION: A reservation for which the hotel has received cash payment for at least the first night's stay; the hotel is obligated to hold the room regardless of the arrival time. Sometimes call Advance Deposit.

FLAT RATE: Specific rate agreed upon in advance of arrival by the hotel and group (per room).

GUARANTEED RESERVATION: A room is set aside at the request of the guest in advance of his arrival; payment is guaranteed even if the room is not used.

NO-SHOW: A confirmed reservation that has been unfulfilled or canceled by the customer.

PREREGISTRATION: Assigned rooms are available upon the guest's arrival. Usually used in handling group business, often with a special preregistration desk near the front desk.

RACK RATE: The current rate charged for each accommodation as established by management.

RUN OF THE HOUSE: Agreed upon rate for group accommodations for all available rooms except suites. The rate generally is priced at an average figure between minimum and maximum; usually made on a "best available" basis.

SKIPPER: A guest who never intended to pay and who departed without paying.

STAYOVER: A guest who intends to stay in the hotel beyond his intended departure date.

WALK-IN: A customer who walks in off the street without having made reservations (also called off the street).

AVAILABLE BASIS ONLY: When the request for the convention reservation arrived after the deadline.

RULE OF THUMB RATE: A guideline used in setting room rates, the hotel charges $1.00 toward a room for each $1,000 per room construction cost.

BLANKET RESERVATION: Blocking a group of rooms to a particular group with each member able to request an assignment from the block.

BEST AVAILABLE: When you get a reservation request for the best room available or the best to open prior to arrival.

BLOCK: A group of rooms reserved for only that party. You are able to assign each member any of the rooms in that group.

BOOK: To sell your rooms or hotel space.

CANCELLATION: To void the reservation by the request of the guest, usually 24 hours or 2 weeks prior to the arrival date in order to collect the advance deposit.

CUT-OFF HOUR: The time of day at which you do not hold reservations any longer (usually 6:00 P.M.). At this time you sell these to walk-ins or reservations which you weren't able to book earlier.

DOUBLE-UP: When two unrelated parties share the same room, you have to make up two rack slips.

FORECAST: A future estimated projection of room sales.

IN-SEASON RATE: The rate charged during the busiest time of the year (always the highest rate of the year).

LATE ARRIVAL: A guest who notifies the hotel that he will be arriving after the cut-off hour (hotels usually require a deposit to hold).

OVERBOOKING: Taking more reservations than rooms available in order to cover yourself in case of a no-show.

REFERRAL: A guest who comes in without a reservation and was sent over by a neighboring hotel.

SELL-UP: Convincing the arriving guest to take a higher priced room than he had reservations for.

SPATT: Room reserved for guests who deserve special attention.

TO WALK (A Guest): Term used for guest that you had to turn away due to lack of available room (even though he has a confirmed reservation).

ADD: Reservations which, at the last minute, are added to the reservation list on the date of arrival.

HOUSING BUREAU: Usually run by a convention Bureau, it is a city-wide office which assigns rooms to all hotels.

DNS (Did not stay): Guest left immediately after registering.

FAMILY PLAN: Room rate which allows the children and parents to occupy the same room at no additional charge (Ramada Inns extend the childrens age up to 18 years old).

Participant: ______________________ File Code: 25.02.01.03.A2-2
25.02.01.04.A2-2
25.02.01.05.A2-2

Date: ______________________ Date Published: 3/20/74

Mountain-Plains Education &
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LAP TEST: BEDS (CHECKLIST), ROOM ACCOMODATIONS AND ROOM RESERVATIONS

25.02.01.03

1. A roll-a-way is:

   a. just for children.
   b. the same as a convertible bed.
   c. usually designed for one person.
   d. the same as a closet bed.

2. A single bed is:

   a. the same as a twin bed.
   b. the same as a 3/4 bed.
   c. really a studio bed also.
   d. usually used for smaller persons or children.

25.02.01.04

3. A studio room:

   s. never has sleeping facilities.
   b. is the same as an executive room.
   c. is a living room or sitting room not used as a bedroom.
   d. is usually used for entertaining.

4. A suite is:

   a. a large room with a divider.
   b. a parlor connected to one or more bedrooms.
   c. the same as an adjoining room.
   d. a bedroom connected to kitchen facilities.

5. An efficiency:

   a. is a large room which divides the bedroom from the living room.
   b. is a room which may or may not have sleeping facilities.
   c. is usually used for entertaining.
   d. has kitchen facilities.

6. A Cabana is:

   a. a room next to the pool area.
   b. a room with a patio overlooking the garden.
   c. the least desirable room.
   d. an inside room.

25.02.01.05

7. A reservation in which cash was received with it for at least one night stay is:

   a. a guaranteed reservation.
   b. a deposit reservation.
   c. a confirmed reservation.
   d. the same as preregistrating.

8. A reservation in which the guest pays even if the room is not used is:

   a. a no show.
   b. a stayover.
   c. a guaranteed reservation.
   d. a confirmed reservation.

9. When a reservation has been accepted by the hotel, it is called a:

   a. confirmed reservation.
   b. deposit reservation.
   c. check-in reservation.
   d. guaranteed reservation.

10. A no show is:

   a. a guest who forgets to tell the desk that he is staying for another day.
   b. a guest who never intended to pay, and leaves.
   c. a person who does not cancel his reservation, and doesn't use it.
   d. none of the above.

LAP TEST ANSWER KEY: BEDS (CHECKLIST), ROOM ACCOMODATIONS, AND ROOM RESERVATIONS

LAP .03

1. c
2. a

LAP .04

3. b
4. b
5. d
6. a

LAP .05

7. b
8. c
9. a
10. c

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Mountain-Plains Education &
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Learning Activity Package

Student: ______

Date: ______

PERFORMANCE ACTIVITY: Food, Bars and Meetings

OBJECTIVE:

Indentify types of food plans, bars and meetings.

EVALUATION PROCEDURE:

Complete, score and return to an instructor, a ten-item multiple-choice test about this LAP. Successful completion is nine out ten items.

RESOURCES:

Checklist (see attachment at end of activity).

PROCEDURE:

Steps

1. Study the types of meetings plus food and beverage arrangements contained in the attached checklist.
2. If there are any questions concerning the list, go to the instructor for assistance.
3. When an understanding of the material is reached, complete and score the LAP test. Hand in the answer sheet.
4. If your score was less than 90% review the LAP material.
5. If successful, go to next assigned LAP.

Principal Author(s): D. Fuhrman

File Code: 25.02.01.06.A2-0

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CHECKLIST

Bar Plans

1. Cash Bar - Private-room bar set-up where guests pay for their own drinks; used for large groups. Bartender is provided to mix drinks and take money.
2. Host Bar - Private-room bar set-up where drinks are prepaid by a sponsor. Hotel provides a bartender to mix the drinks.
3. Open Bar - Private-room bar set-up where guests do not pay for drinks; the host bar is a form of open bar, Bartender mixes and rings amount of drinks up. At end of night the host pays the hotel the total bill.
4. Paid Bar - Private-room bar set-up where all drinks are prepaid, but there is no bartender provided by the hotel. Guests mix their own drinks.

Food Plans

1. AP (American Plan) - Room rate includes 3 full meals and room (Full Board), (Full Pension), (Bed and Board).
2. Continental Plan - Rate also includes breakfast and room, also called bed and breakfast (By American standards, a continental breakfast consists usually of a roll and coffee).
3. Demi-Pension - Rate also includes breakfast and lunch or dinner and room.
4. EP (European Plan) - No meals are included in the room rate.
5. MAP (Modified American Plan) - Rate includes breakfast, dinner and room.
6. Brunch - Meal that is after breakfast but before lunch (replaces both).
7. Maitre D' - Short for Maitre D' Hotel (the headwaiter).

Types of Meetings

1. Clinic - Small groups meeting in general sessions for educational or training purposes.
2. Conference - A meeting with one or more general sessions.
3. Congress - European designation for convention, growing in popularity internationally.
4. Convention - Consists of general sessions and committee meetings - Traditional form of annual meetings.
5. Forum - Panel discussion by less than 6 participants but with a big audience.
6. Institute - Meeting with general sessions and cluster groups discussing various aspects of a subject.
7. Lecture - Formal presentation by a specialist in a given field, sometimes followed by a question and answer period.

8. Panel - Two or more speakers stating viewpoints of a subject; moderator encourages audience participation and sums up conclusions.
9. Seminar - Under 30 persons, meets for a short stay - no rooms overnight.
10. Symposium - Panel discussion by specialist - audience does not participate.
11. Workshop - General session and meeting of smaller groups - less than 35 people.

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LAP TEST: FOOD, BAR AND MEETINGS (CHECKLIST)

1. A private-room bar set up where guests pay for their own drinks is a:

    a. open bar.
    b. host bar.
    c. cash bar.
    d. paid bar.

2. A private-room bar set up where all drinks are prepaid by a sponsor is a:

    a. cash bar.
    b. open bar.
    c. host bar.
    d. paid bar.

3. A private-room bar set up where guests do not pay for drinks is a:

    a. cash bar.
    b. open bar.
    c. host bar.
    d. paid bar.

4. The plan which is the same as "Full Board" is the:

    a. continental plan.
    b. European plan.
    c. American Plan.
    d. demi-pension.

5. The plan in which no meals are included in the room rate is:

    a. demi-pension plan.
    b. the European plan.
    c. American plan.
    d. modified American plan.

6. The plan in which breakfast is included in the rate (or roll and coffee) is the:

    a. continental plan.
    b. European plan.
    c. modified American plan.
    d. demi-pension plan.

7. The plan which includes breakfast, dinner, and room is the:

   a. demi-pension plan.
   b. European plan.
   c. Modified American plan.
   d. American plan.

8. A meeting in which there are usually less than 35 people, and consisting of a general session and meeting of smaller groups is a(n):

   a. forum.
   b. workshop.
   c. clinic.
   d. institute.

9. A traditional form of annual meeting is the:

   a. clinic.
   b. convention.
   c. congress.
   d. European designation for conference.

10. Panel discussion by less than six (6) participants but with a big audience is a(n):

    a. institute.
    b. forum.
    c. seminar.
    d. panel.

LAP TEST ANSWER KEY: FOOD, BAR AND MEETINGS

1. c
2. c
3. b
4. c
5. b
6. a
7. c
8. b
9. b
10. b

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Mountain-Plains Education &
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Learning Activity Package

Student:

Date:

PERFORMANCE ACTIVITY: Changing Face in Hotelkeeping

OBJECTIVE:

Recognize trends and reasons for change in the hotel/motel industry.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 12, pages 161-169.
Introduction to the Hospitality Industry, Chapter 10, pages 147-152.
"Introduction to the Hospitality Industry", Chapter 10 (workbook).
"Front Office Operation", Chapter 12 (workbook).
Article: "Modular Construction", Tourist Court Journal and Lenoir Industries.

PROCEDURE:

Steps

1. Read Chapter 10, pages 147-152 in the book, Introduction to the Hospitality Industry.
2. Complete workbook. Check workbook answers with answer sheet. Read article on Modular Construction.
3. Review the discussion questions on page 152.
4. Read pages 161-169 on Front Office Operations, Complete workbook.
5. When you feel you know the material, ask the instructor for the LAP test.
6. If successful on the test, (by scoring 90% or higher) advance to the next LAP. If unsuccessful, review the LAP material.
   NOTE: Remember, some of the things mentioned in this chapter are already being used today. One example is disposable items.

Principal Author(s): D. Fuhrman

Student: ______________________ File Code: 25.02.01.07.A2-2

Date: ______________________ Date Published: 3/20/74

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LAP TEST: CHANGING FACE OF HOTEL KEEPING

1. Disposable goods will be widely used in a hotel when:
   - a. the customer will accept them.
   - b. In the 1980's.
   - c. when the prices are competitive with what we use today.
   - d. when the quality of disposables are improved. (i.e. softness)

2. Modular motel units:
   - a. are not as nice as regular motel units.
   - b. reduce construction time and cost.
   - c. will be used in about ten years.
   - d. all of the above.

3. Which method is not being used to reduce hotel costs?
   - a. making of beds automatically.
   - b. guests servicing their own rooms - for lower rates.
   - c. immovable beds for guest rooms.
   - d. disposable and convenience goods.

4. Which is not an advantage of Data Processing, as hotel owners see it today?
   - a. computerized food and beverage inventory.
   - b. preparation of monthly financial statements and balance sheets.
   - c. the possibility of losing information (secret and private) to other motels using the same system.
   - d. using for guest history reference to make contacts.

5. Which of the following is not a disposable product, as given in the book?
   - a. pillow cases.
   - b. bath robe.
   - c. wash cloths.
   - d. pajamas.

6. Which of the following is not one of the new automated systems which have already been introduced to the hotel industry?

   a. instant notification of room availability.
   b. reliable wake-up and message service.
   c. complete automated guest check-in.
   d. instant communication between housekeeping and the front office.

7. In the future, the increased price of land will force the hotel industry to:

   a. build floatels.
   b. build condominiums.
   c. build modular units.
   d. build on the same site as a restaurant.

8. To the front office the most vivid change in hotelkeeping has been:

   a. the introduction of posting machines.
   b. the surge of reservation systems.
   c. the surge of referral systems.
   d. none of the above.

9. Which is not a recent method of giving the guest better and more efficient service at a motel?

   a. Westinghouse host system.
   b. Captain International.
   c. Remind-O-Times Wake-up System.
   d. Operation Breakthrough.

10. Standard stationery houseboat units hold how many rooms each?

   a. 2-4 rooms.
   b. 1-2 rooms.
   c. 6-8 rooms.
   d. 4-6 rooms.

LAP TEST ANSWER KEY: CHANGING FACE OF HOTEL KEEPING

1. c
2. b
3. a
4. c
5. b
6. c
7. a
8. b
9. c
10. d

Participant: ____________________ File Code: 25.02.01.00.A2-2

Date: ____________________ Date Published: 3/20/74

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UNIT PRETEST: INTRODUCTION TO THE FRONT OFFICE

25.02.01.01

1. Which is not a category in which a hotel can be classified?

   a. length of guest stop over.
   b. type of building.
   c. type of patronage.
   d. location and length of operating period.

2. The functions of the front office are to:

   a. accumulate guest charges.
   b. register guests for room accommodations.
   c. represent management.
   d. all of the above.

3. A rooms department which is organized to include all guest room services offers better management control because:

   a. it is an operated department.
   b. the telephone department is independent.
   c. it eliminates the need for an executive housekeeper.
   d. it coordinates room selling with room preparation.

4. The most direct personal contact area in the hotel is:

   a. front service.
   b. front office.
   c. housekeeping.
   d. telephone.

5. The housekeeper's report shows:

   a. the total number of rooms vacant and occupied.
   b. how many rooms are reserved for that day.
   c. how many guests stayed in the rooms.
   d. if there are any sleepers.

25.02.01.02

6. A "Guest Representative" is:

   a. the front office manager.
   b. the front service department.
   c. a new name for all front office employees.
   d. desk clerk only.

7. A sleeper is:

   a. someone who stays longer than expected.
   b. someone who leaves without paying his bill.
   c. someone who sleeps late so the maid cannot clean the room.
   d. rooms on rack which are not occupied, but are not so indicated.

8. In a typical front office of a large hotel, which one is not a staff position?

   a. front office manager.
   b. cashier.
   c. key clerk.
   d. reservation clerk.

9. A "walk-in" is:

   a. someone who drives his own car to the motel.
   b. someone who came by taxi and does not have a car.
   c. someone who does not have a reservation.
   d. none of the above.

10. What is the pivotal position of the room clerk?

   a. he has to be able to help other areas (mail, key, cashier).
   b. he is desk clerk during the day and Night Auditor at night.
   c. he can make or break a hotel.
   d. none of the above.

25.02.01.03

11. A bed which is extra long and extra wide (usually 72 x 96) is always called a:

   a. studio bed.
   b. double bed.
   c. water bed.
   d. king bed.

25.02.01.04

12. A cabana is:

    a. a room next to the pool area.
    b. a room with a patio overlooking the garden.
    c. the least desirable room.
    d. an inside room.

13. A single room always:

    a. has no connecting doors.
    b. is a room with a twin bed in it.
    c. is a room for one person
    d. is an inside room.

25.02.01.05

14. When a reservation has been accepted by the hotel, it is called a:

    a. confirmed reservation.
    b. deposit reservation.
    c. check-in reservation.
    d. guaranteed reservation.

15. The rack rate is:

    a. a specified rate for a group.
    b. used when a guest only uses the room for part of the day.
    c. for all rooms except suites.
    d. the price of the room which management set.

25.02.01.06

16. The plan which includes breakfast, dinner, and room is the:

    a. demi-pension plan.
    b. European plan.
    c. modified American plan.
    d. American plan.

17. Small groups meeting in general sessions for educational or training purposes is a(n):

    a. clinic.
    b. congress.
    c. institute.
    d. lecture.

18. A meeting with usually under 30 persons, meeting for a short stay, and usually no one staying overnight is a (n):

    a. institute.
    b. seminar.
    c. workshop.
    d. clinic.

19. A traditional form of annual meeting is the:

    a. clinic.
    b. convention.
    c. congress.
    d. European designation for conference.

20. Panel discussion by less than six (6) participants but with a big audience is a (n):

    a. institute.
    b. forum.
    c. seminar.
    d. panel.

25.02.01.07

21. In the future, the increased price of land will force the hotel industry to:

    a. build floatels.
    b. build condominiums.
    c. build modular units.
    d. build on the same site as a restaurant.

22. Which of the following is not a new development in today's hotel world?

    a. building patterns.
    b. equipment.
    c. accounting.
    d. procedures.

23. To the front office, the most vivid change in hotel keepings has been:

    a. the introduction of posting machines.
    b. the surge of reservation systems.
    c. the surge of referral systems.
    d. none of the above.

24. The greatest problem facing the hotel man in the future is:

    a. the cost of land.
    b. the cost of materials and supplies.
    c. the guest market.
    d. the labor market.

25. Standard stationery houseboat units hold how many rooms each?

    a. 2-4 rooms.
    b. 1-2 rooms.
    c. 6-8 rooms.
    d. 4-6 rooms.

UNIT PRETEST ANSWER KEY: INTRODUCTION TO THE FRONT OFFICE

LAP .01

1. b
2. d
3. d
4. b
5. a

LAP .02

6. c
7. d
8. d
9. c
10. c

LAP's .03, .04, .05

11. d
12. a
13. c
14. a
15. d

LAP .06

16. c
17. a
18. b
19. b
20. b

LAP .07

21. a
22. c
23. b
24. d
25. d

Participant: ____________________ **File Code:** 25.02.01.00.B2-2

Date: ____________________ **Date Published:** 3/20/74

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UNIT POST TEST: INTRODUCTION TO THE FRONT OFFICE

25.02.01.01

1. The functions of the front office are to:

   a. accumulate guest charges.
   b. register guests for room accomodations.
   c. represent management.
   d. all of the above.

2. One of the most important requisites for filling your job is:

   a. the ability to fit into the organization and work well with other employees.
   b. your memberships in civic organizations.
   c. the ability to perform the duties of other front office personnel as well as your own.
   d. the amount of experience you have had.

3. In the large modern hotel, the front office is under the supervision of the:

   a. rooms department.
   b. contact employee division.
   c. sales department.
   d. non-operating division.

4. A rooms department which is organized to include all guest room services offers better management control because:

   a. it is an operated department.
   b. the telephone department is independent.
   c. it eliminates the need for an executive housekeeper.
   d. it coordinates room selling with room preparation.

5. In a transient hotel:

   a. a guest cannot register for a day or less.
   b. a guest must sign a lease for his stay.
   c. it is classified according to type of patronage.
   d. none of the above.

25.02.01.02

6. Which is not a duty of the front office?

   a. to sell rooms.
   b. to greet guests and give information.
   c. to prepare housekeeping reports.
   d. to keep accounting records (daily transcript).

7. Which one does not relate to the night manager?

   a. has same functions as assistant manager.
   b. same as night auditor.
   c. prints name of guest on wake-up call sheet.
   d. prepares daily transcript.

8. In a typical front office of a large hotel, which one is not a staff position?

   a. front office manager.
   b. cashier.
   c. key clerk.
   d. reservation clerk.

9. The purpose of the front office job is to:

   a. sell rooms.
   b. give information to guests.
   c. handle guest relations.
   d. maintain constant inventory of rooms.

10. A cashier:

    a. is always a woman.
    b. checks people into the hotel.
    c. keeps a record of guest transactions.
    d. supervise the desk clerk in a medium size motel.

25.02.01.03

11. A bed made by joining two beds together is called:

    a. a hollywood twin.
    b. a convertible bed.
    c. a double bed.
    d. a studio bed.

25.02.01.04

12. An adjoining room is:

    a. two rooms together which are joined by a door.
    b. two rooms together which are not joined by a door.
    c. an inside and outside room which connects.
    d. when you connect a parlor with a bedroom.

13. A single room always:

    a. has no connecting doors.
    b. is a room with a twin bed in it.
    c. is a room for one person.
    d. is an inside room.

25.02.01.05

14. A rate which is cheaper than what the regular guest pays is called (given to salesmen for companies):

    a. commercial rate.
    b. run of the house.
    c. rack rate.
    d. flat rate.

15. The rack rate is:

    a. a specified rate for a group.
    b. used when a guest only uses the room for part of the day.
    c. for all rooms except suites.
    d. the price of the room which management sets

25.02.01.06

16. The plan which includes breakfast, lunch, or dinner is the:

    a. demi-pension p'an.
    b. modified American plan.
    c. European plan.
    d. continental plan.

17. A meeting in which there is a panel discussion by a specialist (audience does not participate) is a:

    a. forum.
    b. seminar.
    c. symposium.
    d. congress.

18. Small groups meeting in general sessions for educational or training purposes in a(n):

    a. clinic.
    b. congress.
    c. institute.
    d. lecture.

19. A meeting with usually under 30 persons, meeting for a short stay, and usually no one staying overnight is a(n):

    a. institute.
    b. seminar.
    c. workshop.
    d. clinic.

20. A meeting with one or more general sessions in a(n):

    a. conference.
    b. workshop.
    c. institute.
    d. congress.

25.02.01.07

21. Which would a hotel not have to do to accommodate foreign tourists?

    a. set up tours to major points of interest.
    b. set discount rates - for food and lodging.
    c. arrange for multilingual telephone and street directions.
    d. serve many different types of food and beverages.

22. Which is not an advantage of convenience foods?

    a. they reduce the labor force needed to prepare a varied menu.
    b. they cut storage space.
    c. the number of products available are somewhat restricted.
    d. there is no way to stop freezer burn, shrinkage, and color loss.

23. Which of the following is not affecting the hotel business?

    a. two-call reservations systems.
    b. gas shortage.
    c. modular construction.
    d. shorter work weeks.

24. Which of the following is not a new development in today's hotel world?

    a. building patterns.
    b. equipment.
    c. accounting.
    d. procedures.

25. The greatest problem facing the hotel man in the future is:

    a. the cost of land.
    b. the cost of materials and supplies.
    c. the guest market.
    d. the labor market.

UNIT POST TEST ANSWER KEY: INTRODUCTION TO THE FRONT OFFICE

LAP .01

1. d
2. a
3. a
4. d
5. d

LAP .02

6. c
7. a
8. d
9. a
10. c

LAP's .03, .04, .05

11. a
12. b
13. c
14. a
15. d

LAP .06

16. a
17. c
18. a
19. b
20. a

LAP .07

21. d
22. c
23. a
24. c
25. d

File Code: 25.02.02.00.A2-1

Date Published: 1/12/76

Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

Learning Experience Guide

UNIT: FRONT DESK RESPONSIBILITIES

RATIONALE:

Completing this unit will help one correctly perform certain duties of a desk clerk. These duties are: meeting the guest, taking reservations, registering and rooming the guest, and following rules and regulations concerning incidents such as theft, death and fire.

PREREQUISITES:

Completion of the unit post test "Introduction to the Front Office" or permission by the instructor.

OBJECTIVE:

State the steps in selling a room; list and describe the correct forms and procedures for reserving, registering and rooming a guest, and list the rules and regulations that apply to special events. Give a simulation of the process of selling a room, reserving, registering and rooming a guest.

RESOUCES:

Printed Material

Front Office Operation, Hazonics, ITT Educational Services (blue cover) and workbook.
Front Office Management and Operation, Dukas, American Hotel and Motel Association.
Front Office Procedures, (manual) American Hotel and Motel Association.
Reading list from text, "Hotel/Motel Law", ITT Educational Services.

Audio/Visuals

Film "The Front Desk" (film cartridge series), National Education Media incorporated 1971.

Principal Author(s): D. Fuhrman

GENERAL INSTRUCTIONS:

Check the LAP procedure carefully. When using text, Front Office Operation, you can use the workbook as a study guide (check the answers with sheet from instructor). Keep track of time you spent on each unit test. The LAP tests will be scored by the student and course tests taken at the testing center.

PERFORMANCE ACTIVITIES:

.01 Guest Relations
.02 Front Desk Salesmanship
.03 Reservation Procedures
.04 Registration Procedures
.05 Rooming Procedures
.06 Unusual Events
.07 Hotel Rules and Regulations

EVALUATION PROCEDURE:

A nontimed test is taken without the use of any references. The test may be taken as many times as necessary to achieve 90% accurate responses. The student must also achieve 100% accuracy on a performance test given by the instructor.

FOLLOW-THROUGH:

Begin the first assigned Learning Activity Package.

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File Code: 25.02.02.01.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Guest Relations

OBJECTIVE:

Recognize desired action to be taken by hotel/motel staff when dealing with guests.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 2, pages 13-21.
Hotel Front Office Management and Operation, Chapter 3, pages 12-13.
"Front Office Operation", Chapter 2, pages 7-12 (workbook)
Film cassette: "The Front Desk", NEM film system (study guide included).

PROCEDURES:

Steps

1. Read pages 13-21 in text, Front Office Operation.
2. Review conclusion and questions for discussion on page 21.
3. Read pages 12 and 13 in Hotel Front Office Management and Operation.
4. View Film, "The Front Desk", looking specifically at the way the desk clerk handles the guest relationships. Read opening paragraphs in study guide for the film; then answer questions 1, 2, 4, 5, 10, 11 on a separate piece of paper.
   NOTE: Check your answers with answers given on study guide. If you miss any, go back and recheck. When finished, read last page of study guide, especially "key points as you work", numbers 1, 2, 4 and 5. Also read rest of the last page.
5. Complete "Front Office Operation" workbook, pages 7-12, using the answer booklet, check your answers for correctness.
6. Take the test when you feel you know the material.
7. If unsuccessful with the test, review the LAP material. If successful, advance to the next LAP, 25.01.02.02 on Front Desk Salesmanship.

Principal Author(s): D. Fuhrman

PERFORMANCE ACTIVITIES:

.01 Posting Room and Phone Charges
.02 Handling Inactive Accounts
.03 Trial Balance "D" Report
.04 Balancing Daily Report Accounts Receivable
.05 Preparing Daily Report Statistical Section
.06 Preparing Daily Report Reference Data
.07 Preparing Final "D" Report

EVALUATION PROCEDURE:

90% accuracy on multiple-choice
100% accuracy on performance tests.

FOLLOW-THROUGH:

Begin the first assigned Learning Activity Package.

Participant: ____________________ File Code: 25.02.02.01.A2-2

Date: ____________________ Date Published: 3-1-74

Mountain-Plains Education &
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LAP TEST: GUEST RELATIONS

1. A guest arrives at your hotel or motel just at the dinner hour. You are completely booked for the night. The best thing to do is to:

   a. tell him "First come, first served."
   b. suggest that he stay and have dinner while you try to find him a room in a nearby hotel.
   c. suggest that he go on to the next town (so you won't be sending business to your competitors).
   d. say you are sorry and get rid of him as nicely as possible.

2. The choice of words or phrases you use when talking with a guest:

   a. has no effect on the "personality" of the hotel or motel.
   b. is a personal trait which needs only minor attention.
   c. can either please or displease the guest.
   d. should be the vernacular of hotel business.

3. To show courtesy to the guest, you should:

   a. never argue unless you know the facts.
   b. show interest by being a good listener.
   c. call people by their first names.
   d. never admit you have made a mistake.

4. In working the front desk, what is important is:

   a. physical presence on the job.
   b. the service we perform.
   c. being a smooth talker.
   d. having tools handy.

5. If the guest has a complaint that you are not sure how to handle, you should:

   a. brave it out and use your own initiative to make the decision.
   b. blame it on another department or employee.
   c. go to the front office manager and explain.
   d. sympathize and tell the guest it is not your fault.

6. **When a guest has a complaint you should:**

   a. tell him where he is wrong.
   b. blame it on someone else in a different department.
   c. tell the guest it is not the hotel's fault.
   d. hear him out.

7. Body language is:

   a. treating the guest as an individual, not just anybody.
   b. talking to guest about what the hotel consists of.
   c. the physical attitude of desk clerk.
   d. using facial expressions while talking to a guest.

8. One of the best ways in which an older hotel or motel can compete with its new competition is to:

   a. provide color television.
   b. add a swimming pool.
   c. provide top flight entertainment.
   d. train employees to give guests efficient, friendly service.

9. In handling guest complaints, you should always avoid:

   a. making any explanation.
   b. admitting a posting error has been made.
   c. arguing with the guest.
   d. asking the assistant manager for help.

10. The front office cashier has a special opportunity to build good will for the hotel because:

    a. the check-out procedure offers the guest a last chance to air its complaints.
    b. the check-out of guests is her only duty.
    c. she has business dealings with every guest several times a day.
    d. she represents management.

LAP TEST ANSWER SHEET: GUEST RELATIONS

1. b
2. c
3. b
4. b
5. c
6. d
7. c
8. d
9. c
10. a

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Mountain-Plains Education &
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Learning Activity Package

Student: ________________

Date: ________________

PERFORMANCE ACTIVITY: Front Desk Salesmanship

OBJECTIVE:

Identify desirable sales processes, techniques and associated information for selling accommodations to guests.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple-choice test. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 3, pages 23-28.
Hotel Front Office Management and Operation, Chapter 3, pages 10-14.
"Front Office Operation", Chapter 3, page 19 (workbook).
"Front Office Procedures", Assignment III, pages 9-13 (manual).
Film Cassette and study guide: "The Front Desk", NEM film system.

PROCEDURES:

Steps

1. Read text, Front Office Operation, pages 23-28. Review discussion questions on page 28.
2. Read pages 10-14 of text Hotel Front Office Management and Operation.
3. Read "Front Office Procedures" manual, assignment III, pages 9-13.
4. View film "The Front Desk" paying attention to salesmanship by the desk clerk. Read study guide for the film and do questions 3, 6, 7, 8 and 9. Check answers with those given in study guide. When completed, review study guide "key points as you work" number 3 and also rest of the page.
5. Take the LAP test and score it.
6. If unsuccessful, review LAP material, if successful begin the next LAP.

Principal Author(s): D. Fuhrman

Participant: ______________________ File Code: 25.02.02.02.A2-2

Date: ______________________ Date Published: 3-14-74

Mountain-Plains Education &
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LAP TEST: FRONT DESK SALESMANSHIP

1. The objective in the "Approach" step of making a sale is to:
   a. find out if the guest has a reservation.
   b. make a quick and favorable impression on the guest.
   c. allow clerk time to finish the task at hand before dealing with the approaching guest.
   d. have time to study the room rack.

2. When a guest says, "That rate is too high," the clerk should:
   a. stress the value of the room at that price.
   b. use the "standing room only" technique.
   c. immediately offer the lowest priced room.
   d. contradict the guest's statement.

3. The front office salesman is the:
   a. last business contact of the departing guest.
   b. man who prepares the daily transcript.
   c. man who sells special functions such as wedding receptions.
   d. eyes and ears of management.

4. In making a sale, the front office clerk should:
   a. present the lowest-priced room first.
   b. sell value.
   c. immediately give the guest a choice of all available rooms.
   d. ignore the guest's objections.

5. The "presentation" in the sales process means:
   a. showing the guest color photos of model rooms.
   b. taking the guest through some available rooms.
   c. presenting the registration card to the guest.
   d. presenting your product to the guest in such a manner that he will approve.

6. The front office salesman should:

   a. sell price rather than intangibles.
   b. criticize the competition.
   c. know the house.
   d. try to win arguments.

7. A well trained front office salesman should know:

   a. all of the following
   b. how to handle a guest's complaint quickly and courteously.
   c. what hours the dining room and/or coffee shop is open for business.
   d. information about the city, state, and other hotels or motels in the chain (if applicable).

8. If the guest is resisting the sale and leaving, you should:

   a. tell him that you are the best hotel when compared to your competitors.
   b. say you will give him the room at a cut rate.
   c. tell him to take it or leave it.
   d. thank him for stopping, and ask him to come again.

9. Some techniques of selling include:

   a. selling the room to fit the guest; selling the room, not the rate; asking the guest what price he has in mind.
   b. selling intangibles; quoting the minimum even if not asked; not giving up on a prospective sale.
   c. selling the room, not the rate; knowing the house; selling additional services.
   d. asking the guest what price he has in mind; selling intangibles; knowing the house.

10. "Knowing the House" means:

   a. knowing who is staying with you.
   b. knowing the kinds of rooms you are offering.
   c. know where the laundry, restaurant, and bar are located.
   d. knowing how many rooms have been sold.

LAP TEST ANSWER KEY: FRONT DESK SALESMANSHIP

1. b
2. a
3. d
4. b
5. d
6. c
7. a
8. d
9. c
10. b

File Code: 25.02.02.03.A2-0

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Mountain-Plains Education &
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Learning Activity Package

Student: ______________________

Date: ______________________

PERFORMANCE ACTIVITY: Reservation Procedure

OBJECTIVE:

Identify desired reservation procedures and associated information for processing reservations.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 5, pp. 42-44 and 46-49.
"Front Office Operation", p. 21, first paragraph, (workbook).
"Front Office Procedures", Assignment III, p. 12, (manual).
Simulated Front Office Bulletin Board.
Hotel Front Office Management and Operation, pp. 15-24.

PROCEDURE:

Steps

1. Read pages 42-44 and 46-49 of text Front Office Operation. Review Questions for Discussion on page 57 (numbers 1, 3 and 4).
2. Read Hotel Front Office Management and Operation, pages 15-24.
3. Read Assignment III, page 12 (item titled Overbooking) of manual, "Front Office Procedures".
4. Check the form display bulletin board in the front of the classroom.
5. Using the workbook, complete questions (Part I - 2), (Part II - 3, 4), workbook pages 21-23. Also read first paragraph on page 21. In the same workbook, "Front Office Operation" read pages 29 and 30 and then do questions: (Part I - 1, 7, 8), (Part II - 3, 9), (Part III - 2, 3, 10), (Part IV - 1, 4). You can check your answers with the key. (You may use the text when completing the questions.)

Principal Author(s): D. Fuhrman

6. When you feel you know the material, take LAP test and score it.
7. Upon successful completion, go to next LAP 25.02.02.04.A2 on "Registration Procedures". If unsuccessful (score below 90%) review LAP material.

   NOTE: Overbooking is illegal in some states, and if you are caught doing it there is a fine. You should not use the percents when figuring overbooking, just guess, using the weather and time of week or year as your guide. Remember that color codes may have any different color for each type of signal for the desk clerk. Color codes are a signal or type of signal to alert the desk clerk that there is something special about that particular reservation.

Participant: ____________ **File Code:** 25.02.02.03.A2-2

Date: ____________ **Date Published:** 3-14-74

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LAP TEST: RESERVATION PROCEDURES

1. In handling advance reservation deposits, the original copy of the Reservation Form is filed:

   a. by expected date of arrival in the advance reservation file.
   b. alphabetically in the advance reservation file.
   c. under the deferred accounts.
   d. in the accounting office.

2. Through the use of a computerized reservation system, an innkeeper:

   a. cannot make guaranteed reservations.
   b. cannot request reservations more than two weeks in advance.
   c. may check activities in all departments of his hotel.
   d. can receive printed conformation of requested conformation.

3. A reservation is defined as:

   a. a guest-history card.
   b. request for future occupancy.
   c. a system such as Captain International.
   d. a record of presence.

4. A reservation rack:

   a. holds up to three months reservations.
   b. holds all confirmed reservations.
   c. holds only reservations which are guaranteed.
   d. holds only those reservations which have advance deposits.

5. Reservations are placed in a reservation rack:

   a. according to room assigned.
   b. according to control sheet number
   c. alphabetically, according to room number.
   d. alphabetically, according to date of arrival.

6. A kardex rack:
    a. holds color coded cards.
    b. shows reservations taken for up to (3) three months.
    c. holds reservations up to (3)three days from date of arrival.
    d. holds the advance deposits of reservations.

7. The holidex system is:
    a. used for interdepartmental messages.
    b. a refferal system of member motels in the same area.
    c. used with the kardex system.
    d. a reservation system of Holiday Inns.

8. In-Control Monitor Board is:
    a. linked to the united system.
    b. when the reservation is displayed electronically according to the appropriate date.
    c. operated by the use of a stylus.
    d. used only for advance deposit reservations.

9. With the Holidex System, "COM" means to:
    a. give a complimentary room.
    b. make computer contact with your terminal.
    c. either give room requested or a comparable room.
    d. give a combination room (suite).

10. Some information which might be on a reservation card is:
    a. guest name and address, room assigned, folio number, type of room desired.
    b. expected date of arrival, notice of hotel's responsibility rate of room quoted, credit card number.
    c. type of room desired, date guest departed, rate desired, guest's name.
    d. type of room desired, control number, rate quoted, expected date of arrival.

LAP TEST ANSWER KEY: RESERVATION PROCEDURE

1. a
2. d
3. b
4. b
5. d
6. c
7. d
8. b
9. b
10. d

File Code: 25.02.02.04.A2-0

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Mountain-Plains Education &
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Glasgow AFB, Montana 59231

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Registration Procedures

OBJECTIVE:

Recognize the desired registration procedures, purposes for registration and associated information and definition of terms for processing registrations. Practice using the desired registration procedures in a simulated Front Office.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

Display on Bulletin Board, ones used at Simulation Front Desk.
Front Office Operation, pages 29-32.
"Front Office Operation", (manual).
"Front Office Operation", (workbook).
Hotel Front Office Management and Operation. pages 24-30.

PROCEDURE:

Steps

1. Read Front Office Operation text, pages 29-32. Read conclusion on page 37 and review Questions for Discussion (number 1, 2, 3 and 4).
2. Read Hotel Front Office Management and Operation, pages 24-30.
3. Read pages 7, 12 and 13 in manual, "Front Office Procedures".
4. Read page 21 of workbook, (paragraph on Registration), "Front Office Operation".
5. Go to Front Office Simulation Room, get the registration form from the instructor, and complete it using the text.
6. Have instructor look at form before you continue.
7. Do question (Part I - 1, 4, 6), (Part II - 1, 2, 3, 6, 10), (Part III - 1, 2, 3), (Part IV - 1, 2, 3) in workbook, "Front Office Operation". You may use text or other materials when doing this. Check your answers with the key.

Principal Author(s): D. Fuhrman

8. Register (2) guests at the simulated lobby (schedule with instructor).
9. When you feel you know the material, you may take the test. Score it and record score. Review items missed, review LAP material.

NOTE: A combination card is used by small hotels/motels so they won't have to use so many different forms. This card can only be used when posting is done by hand. The card contains three things:

(1) Guest History Card
(2) Account or Billing Card
(3) Registration Card

Look at the example on the Bulletin Board: Campbell Lodge Combination Card (ask instructor to show you if you can't find it).

Some states require that a hotel must put the guest's automobile license number on the Registration Card.

Participant: ____________________ **File Code:** 25.02.02.04.A2-2

Date: ____________________ **Date Published:** 3-14-74

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LAP TEST: REGISTRATION PROCEDURES

1. The act of registering at a hotel or motel:

   a. can be waived by the manager.
   b. is optional with the guest.
   c. is for the protection of both management and the guest.
   d. is for the protection of management only.

2. Pre-registration of convention groups is advisable because:

   a. usually all members of the group checkin within a very short period of time.
   b. weather conditions affect arrival time of convention guests who arrive by plane.
   c. it facilitates the distribution of convention materials.
   d. all members of a convention group must be roomed on the same floor.

3. A combination card:

   a. is used in larger hotels.
   b. is registration, billing and guest history card in one.
   c. is the same as the guest history card.
   d. is a registration and billing card only.

4. The class of mail which requires special attention is:

   a. fourth class.
   b. first class.
   c. second class.
   d. fifth class.

5. One important fact that can affect the delivery of mail in a hotel is that:

   a. delivery depends on what class of mail it is.
   b. delivery depends on the type of mail rack used.
   c. the guest may not have arrived, or has already left.
   d. the mail clerk can't read.

6. To protect the hotel and yourself in regard to mail you should:

   a. get the guest's signature for all first class mail.
   b. time stamp all mail upon receipt.
   c. check all mail which looks suspicious.
   d. never accept second class mail.

7. One way of preregistering a group is to:

   a. assign rooms prior to arrival.
   b. have desk clerk fill out the registration card prior to the group's arrival.
   c. set up two lines (one for reservations, one without).
   d. contact all other departments.

8. Motels prefer registration cards to registration books because:

   a. they don't, books are preferred over cards.
   b. the cost is less.
   c. the cards have the guest's name and address on them.
   d. cards are more private, easier to file, have more information.

9. The information contained on a guest history card is:

   a. notice of hotel's responsibility, date of departure, hobbies.
   b. guest's likes, dislikes, hobbies, interests, account numbers.
   c. credit rating of guest, likes, dislikes, name and address.
   d. name and address, guest's signature, folio number.

10. Information, concerning the guest, that must appear on the registration card is:

    a. how guest intends to pay.
    b. make and year of car.
    c. room number guest stayed in.
    d. whether room was upstairs or downstairs.

LAP TEST ANSWER KEY: REGISTRATION PROCEDURES

1. c
2. a
3. b
4. d
5. c
6. b
7. a
8. d
9. c
10. c

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Learning Activity Package

Student: ______________________

Date: ______________________

PERFORMANCE ACTIVITY: Rooming Procedures

OBJECTIVE:

Identify steps in rooming procedure, definition of terms and associated information for rooming procedures.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, Chapter 4, pp. 32-37; and 40-42.
"Front Office Operation", (Workbook), Chapter 4.
Front Office Procedures, Reading III, pp. 11 and 12.
Simulation of Hotel Front Office. (Arrival and Departure Book.)
Hotel Front Office Management and Operation, Chapter 5, pp. 31-36.

PROCEDURE:

Steps

1. Read the text, Front Office Operation, pages 32-37, (Basic Rooming Procedure). Be sure to read conclusion. Also read, "The Room Rack", pages 40-42.
2. Review Questions for Discussion (4 and 5).
3. Read pages 31-36 of Hotel Front Office Management and Operation. Check room rack used at simulated front office. Observe arrival and departure book at Front Desk. (Blue hard binding cover.)
4. Read "Front Office Procedure" manual, Reading III, pages 11 and 12. (Section about "Rooming the Guest".)
5. Read page 21 of workbook, "Front Office Operation", paying special attention to rooming procedures information.
6. Answer questions (Part I - 3, 4, 5, 7, 9, 10), (Part II - 4, 5, 7, 8, 9, 10), (Part III - 1-10), (Part IV - 2, 4, 5). You may use your resource material when completing these questions. The answers are to be checked with the key

Principal Author(s): D. Fuhrman

7. When you feel you know the material, take and score the LAP test. Remember, you can't use any help when completing the test.
8. If unsuccessful, review the LAP material. If successful, go to the next LAP.

NOTE: Pay close attention to the difference between rooming at a small hotel to rooming at a large hotel. Many of the steps are eliminated at the small ones. The basic procedure is the same.

A Master Folio is used when groups come in and one person is designated to pay the total bill. Put all the charges on one folio, only that person has to register.

Rooming Groups:

When one person is responsible for the entire bill (i.e.: basketball teams--the coach), you only have to prepare a Master Folio which includes total charges (plus you should write how many rooms were used). A technique which might help in rooming groups, which are paid by a Master Folio, is to make a Room Chart of the rooms the groups are in. This way even though each person is not registered, you will know who is in each room for phone calls and messages. See attachment for example of one way you could make a room chart for a basketball team. Also, you could request the teams to forward a list of team members and coaches (and bus driver) names so you could preregister them.

An arrival and departure record book is used to list people who have stayed with you. The information needed is (1) name (2) folio numbers (3) room number (4) arrival date (5) departure date.

Downstairs

Upstairs

101

____

____

102

1. ____
2. ____
3. ____
4. ____

103

____

____

104

1. ____
2. ____
3. ____
4. ____

105

____

____

106

1. ____
2. ____
3. ____
4. ____

107

____

2. ____

108

1. ____
2. ____
3. ____
4. ____

109

____

2. ____

110

1. ____
2. ____
3. ____
4. ____

111

____

2. ____

112

1. ____
2. ____
3. ____
4. ____

ODD NUMBERS -- 1-2 boys to a room (One double bed)

EVEN NUMBERS -- 4 boys to a room (Two double beds)

201

1. ____
2. ____

202

1. ____
2. ____
3. ____
4. ____

203

1. ____
2. ____

204

1. ____
2. ____
3. ____
4. ____

205

1. ____
2. ____

206

1. ____
2. ____
3. ____
4. ____

207

1. ____
2. ____

208

1. ____
2. ____
3. ____
4. ____

209

1. ____
2. ____

210

1. ____
2. ____
3. ____
4. ____

211

1. ____
2. ____

212

1. ____
2. ____
3. ____
4. ____

Downstairs -

Upstairs

Participant: ____________________ File Code: 25.02.02.05.A2-2

Date: ____________________ Date Published: 3-14-74

Mountain-Plains Education &
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LAP TEST: ROOMING PROCEDURES

1. In hotel terminology, a "sleeper" is:

   a. a vacant room that is being carried in the room rack as "occupied".
   b. a room with three or more beds.
   c. a guest who leaves the "do not disturb" sign on his door past check-out time.
   d. guest who leaves without paying his bill.

2. A stock card:

   a. is the same thing as a block card.
   b. is used in the front office of all hotels and motels.
   c. contains all pertinent room information.
   d. merely indicates whether or not a room is sold.

3. Blocking a room rack means to:

   a. set aside a whole floor of rooms for reservations.
   b. hold the room for a late arrival.
   c. indicate which rooms have connecting rooms.
   d. indicate which rooms have color TV's.

4. **The most significant point in registering a guest is:**

   a. to fulfill law requirements.
   b. to know he is "in the house".
   c. to get his credit card number.
   d. to get his signature.

5. The departure date is needed by the hotel so that:

   a. the hotel can predict which rooms will be available for reservations in the future.
   b. if the guest is staying too long, the hotel can require a deposit.
   c. the hotel can let the maid know what day to clean the room.
   d. the hotel can run a credit check prior to check-out date.

6. The time stamping machine is used to:

   a. automatically stamp time a guest wants a wake-up call.
   b. stamp time and date on the reservation sheets.
   c. stamp time and date on mail and accounting folios.
   d. stamp time and date on the information slip.

7. The guest valuables a hotel is responsible for are:

   a. items such as rings, bracelets, and necklaces.
   b. items subh as jewelry, but not clothing.
   c. only those items placed in the hotel safe.
   d. only those items under $50.00.

8. The basic rooming procedure varies, depending mainly on:

   a. where the hotel/motel is located.
   b. what steps the guest takes upon registering.
   c. the size of the hotel/motel, and the guest to be roomed.
   d. what type of person the guest is.

9. One of the steps in the rooming procedure at a small motor lodge is to:

   a. have the bellman show the guest to his room.
   b. collect the amount at the time of registration.
   c. time stamp the guest folio.
   d. fill out rooming slip after guest registers.

10. In a medium-sized hotel (118 rooms), the first step to rooming a guest is to:

   a. fill out the rooming slip.
   b. ask the guest what price of room he wants.
   c. remove reservation from the reservation file and ask the guest to register.
   d. pull the stock slip or ducat.

LAP TEST ANSWER KEY: ROOMING PROCEDURES

1. a
2. d
3. a
4. b
5. a
6. c
7. c
8. c
9. b
10. c

File Code: 25.02.02.06.A2-0

Date Published: 1/12/76

Mountain-Plains Education &
Economic Development
Program, Inc.
Glasgow AFB, Montana 59231

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Unusual Events

OBJECTIVE:

Recognize the desired actions to be taken in dealing with unusual events like deaths, mislaid articles, and thefts.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

Hotel Front Office Management and Operation, pp. 37-41.

PROCEDURE:

Steps

1. **Read pages** 37-41 of text, Hotel Front Office Management and Operation.
2. Think of cases in your past where these instances have occurred and how you might have handled them differently.
3. When you feel you know the procedures in handling the different events, you may take the LAP test and score it.
4. If unsuccessful, review the LAP material. If successful, go to the next LAP.

Principal Author(s): D. Fuhrman

Information

There may be many ways to handle the events. Some of the things to consider are:

1. Does your town have a volunteer or paid Fire Department?
2. How well do you get along with or know your Police Department?
3. How many people are working with you (or can you leave your desk)?
4. Is the manager or assistant manager near by?
5. How well do you know the guest or is he a steady guest?
6. What medical facilities are available to you?

Here are 5 general points to remember when dealing with an unusual situation:

1. Be calm - don't panic or the guests will also panic.
2. Get help as soon as possible (police, fire department, etc.)
3. Act diplomatically when dealing with the people.
4. Be aware as not to leave the desk unattended - it could be a false alarm.
5. Alert management of the happening as soon as possible.

Remember

The methods and procedures which are given in this book are not cut and dried. Also, the author is writing for what to do in cases where help is not available and you have to use a last resort.

Participant: ____________________ File Code: 25.02.02.06.A2-2

Date: ____________________ Date Published: 3-14-74

Mountain-Plains Education &
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LAP TEST: UNUSUAL EVENTS

1. If a guest dies in his room, you should:

   a. not disturb the body, or any effects in the room.
   b. call relatives of guest immediately.
   c. notify the police, they should remove the body through the front entrance.
   d. lock the room with the regular room key.

2. After the police have removed the body, you should:

   a. call the coroner.
   b. lock room with "stop" key.
   c. immediately notify the guest's relatives.
   d. have maid make-up the room.

3. One of the points to remember in the case of accident or death in a hotel is to:

   a. never leave desk unattended; it may be a false alarm.
   b. never call police right away; they will only upset the other guests.
   c. always make quick decisions; otherwise, it will be too late.
   d. in case of accident, only call doctor if you feel he is needed.

4. Mislaid articles:

   a. generally are given to the finder.
   b. are articles which were not put there by the owner.
   c. relieve the management of the responsibility of trying to find the owner.
   d. legally belong to the finder.

5. The hotel:

   a. is not liable for articles which were turned in by employees and later lost.
   b. should keep found articles in a separate drawer in the front office.
   c. should require a social security card for people who try to claim articles.
   d. should keep a written record of all articles with complete description.

6. In handling damage to hotel property by guests:

   a. the property becomes the guest's whether he pays for it or not. (Then the hotel can claim insurance).
   b. the guest should not be allowed to charge to his guest folio.
   c. the hotel should set a fixed price on the items, no matter what condition the property was in.
   d. The prices given in the book are the exact price to charge for damaged articles.

7. One way of handling a "light baggage" situation is to:

   a. make sure you get the guest's license plate number.
   b. alert security so they can keep an eye on the person.
   c. offer the guest the most expensive room in the house.
   d. demand payment of the room in advance.

8. A method of preventing theft of guest property by hotel employees which is given in the text is to:

   a. check references after employees are hired.
   b. require employees to report strangers in corridors, even if they are accompanied by another employee.
   c. have only (1) one master key for the rooms.
   d. keep a record of names of relatives of employees who have a jail record.

9. One of the following is not a method of reducing theft of guest property by another guest:

   a. having at least (3) three types of registration cards.
   b. always getting keys when guest checks out.
   c. having clerk check number of luggage bags the guest comes into the hotel with.
   d. installing automatic locks on room doors.

10. According to the book, choose the answer which is not a rule which a hotel could use to reduce the risk of theft:

    a. installing TV monitors in every guest room.
    b. eliminating the name of the hotel on the key tag and replace it with a post office box number.
    c. each hotel surveying itself concerning theft and then creating a formal system of rules to prevent these factors from occurring.
    d. keeping a record of all room keys, master keys, and floor keys; keeping these keys accounted for at all times.

LAP TEST ANSWER KEY: UNUSUAL EVENTS

1. a
2. b
3. a
4. a
5. d
6. c
7. d
8. b
9. a
10. a

File Code: 25.02.02.07.A2-0

Date Published: 1/12/76

Mountain-Plains Education &
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Program, Inc.
Glasgow AFB, Montana 59231

Learning Activity Package

Student:

Date:

PERFORMANCE ACTIVITY: Hotel Rules and Regulations

OBJECTIVE:

Identify responsibilities of the hotel/motel staff and guests regarding laws and regulations.

EVALUATION PROCEDURE:

Complete, score and return to an instructor a ten-item multiple choice test. Successful completion is nine out of ten items.

RESOURCES:

"Front Office Procedures", (manual), pages 42-44.
Hotel Front Office Management and Operation, pages 151-154.
The Hotelman's Basic Law, (see attached reading list).
Legal Aspects of Hotel, Motel and Restaurant Operations, (see attached list).
Attached reading list.

PROCEDURE:

Steps

1. Read pages 151-154 of text, Hotel Front Office Management and Operation.
2. Read "Front Office Procedures", manual, Reading 8, pages 42-44.
3. When you feel you understand it, start on the attached reading list. The books needed are on the bookshelf.
4. When you feel you know the material, you may take the LAP test and score it.
5. If unsuccessful, review the LAP material. If successful, go to the next LAP.

Principal Author(s): D. Fuhrman

HOTEL RULES AND REGULATIONS READING LIST

Proprietors or Managers: Authority to Regulate
The Hotelman's Basic Law - by Ronald A. Anderson, pages 446 and 447.

Liability or Property of Guests and Tenants
Safe to be kept - Legal Aspects of Hotel, Motel, and Restaurant Operation, pages 145-155.
Also Hotelman's Basic Law - Paragraph (16: 19), pages 278-280.

Ejection of Undesirable Guests, Notices, Procedures, etc.
Legal Aspects of Hotel, Motel, and Restaurant Operation, pages 56-58, Ejection for Illness.

Obtaining Lodging with Intent to Defraud - Penalty - Rules of Evidence in Prosecution.
Legal Aspects of Hotel, Motel, and Restaurant Operation, pages 391-409.

Room Rates: Posting in Rooms; Advertising; Penalty
Legal Aspects of Hotel, Motel, and Restaurant Operation, pages 145-148.

Miscellaneous Laws - Linens for Board, Lodging, etc. at Hotels
Legal Aspects of Hotel, Motel, and Restaurant Operation, pages 145-148.

Worthless Check Law - Making, Issuing, Uttering, etc.; Worthless Checks, Drafts, etc.
Legal Aspects of Hotel, Motel, and Restaurant Operations, Chapter 11, pages 391-409.
The Hotelman's Basic Law, paragraph 21-8 and 9, pages 402-404.

Participant: ____________________ File Code: 25.02.02.07.A2-2

Date: ____________________ Date Published: 3-14-74

Mountain-Plains Education &
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Glasgow AFB, Montana 59231

LAP TEST: HOTEL RULES AND REGULATIONS

1. Usually, a motel is:

   a. an establishment furnishing rooming accommodations and providing dining facilities in a separate building.
   b. an establishment furnishing rooming accommodations on the group level only.
   c. small and remotely located along the highway.
   d. covered by the provisions of "Innkeeper's and Hotel Laws".

2. A person registered in a hotel does not meet the legal definition of a guest if he:

   a. uses his hotel accommodations for immoral purposes.
   b. is a transient.
   c. is a child having his room paid for by an adult.
   d. none of the above.

3. An Innkeeper may not:

   a. eject a guest who has been properly registered and roomed.
   b. increase rates on the spur of the moment to keep a certain traveler from registering as a guest.
   c. demand payment in advance.
   d. move a guest whose illness is disturbing to other guests.

4. The guest-innkeeper relationship does not apply when a guest:

   a. with the consent of the innkeeper, departs leaving part of his belongings, having expressed his intention to return shortly to pick them up.
   b. has suffered a personal injury on the hotel premises.
   c. is mistreated by an employee.
   d. advises the innkeeper he is departing temporarily but will return at a specific time and may be billed by the innkeeper.

5. The innkeeper is liable for the actions of his employee:

   a. while the employee is on duty.
   b. when the employee is ejecting a guest.
   c. when a guest receives a personal injury due to the carelessness of an employee.
   d. all of the above.

6. To prevent theft of guest property, the management should:

    a. carefully check references of prospective employees.
    b. instruct cashier to ask departing guests for their room keys.
    c. make a rule that no employee may remove room keys from the hotel.
    d. all of the above.

7. When a guest dies in the hotel:

    a. police should not be notified.
    b. a physician should be called.
    c. other guests should be notified if possible.
    d. the hotel should not be concerned with notification of relatives.

8. An innkeeper is:

    a. not responsible for the actions of his employees.
    b. not obliged to take in a prospective guest who refuses to pay in advance.
    c. not obliged to take in a guest who asks admission at an unreasonable hour.
    d. never liable for luggage left on the premises when the guest leaves temporarily.

9. When guest property is "found" in the hotel, the innkeeper:

    a. has no legal responsibility.
    b. must consider state statutes in regard to the rights of finders of lost property.
    c. should always consider it "mislaid" rather than "lost."
    d. must notify the owner, if known, by certified mail.

10. Whenever hotel property is destroyed by guests, it is the front office clerk's duty to:

    a. call the sheriff.
    b. evict the party responsible.
    c. see that costs are paid by the party responsible.
    d. none of the above.

LAP TEST ANSWER KEY: HOTEL RULES AND REGULATIONS

1. d
2. a
3. b
4. a
5. d
6. d
7. b
8. b
9. b
10. c

Student: ____________________ File Code: 25.02.02.00.A1-5

Date: ____________________ Date Published: 11-12-74

Mountain-Plains Education & Economic Development Program, Inc.
Glasgow AFB, Montana 59231

Family Pay Number: __________ Sex: M F (Circle 1)

UNIT PERFORMANCE TEST: FRONT DESK RESPONSIBILITIES

OBJECTIVES:

1. Greet a guest, sell a room, and process a reservation as is commonly done in hotel and motel operations.

2. Register and room a guest, using forms and procedures commonly used in hotel and motel operations.

TASK:

The student will be given the necessary data and forms needed. He will be asked to complete the entire process of rooming a guest.

ASSIGNMENT:

CONDITIONS:

The student will perform the assigned tasks in an environment that is a simulated representation of a motel or hotel front desk. He may only use those resources provided and may not use any reference material, or ask questions of the instructor or other students.

RESOURCES:

Registration card (attached to the guest folio)
Guest Folio (5 part)
Reservation form
Writing pen
Simulated front office
Room rack
Reservation rack
Information rack
Given situations
Tray ledger (called "bucket" or guest folio file)

Student: ______________________ **File Code:** 25.02.02.00.A1-5

Date: ______________________ **Date Published:** 4/8/75

Family Pay Number: ____________ Sex: M F (Circle 1)

Mountain-Plains Education &
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PERFORMANCE CHECKLIST:

OVERALL PERFORMANCE: Satisfactory_____ Unsatisfactory_____

	CRITERION	
	Met	Not Met
Objective 1.		
1. Greets guest.		
2. Sells accomodations.		
3. Selects proper reservation form.		
4. Asks for correct information.		
5. Completes correct sections.		
6. Places reservation in correct places.		
Criterion: Conformance with Instructor's Criterion Key		
Objective 2.		
7. Shows guest correct form to complete.		
8. Checks all needed information.		
9. Completes correct registration card information.		
10. Completes the information card.		
11. Disperses information card.		
12. Places folio in tray.		

(Checklist continued)

	CRITERION	
	Met	Not Met
13. Time stamps the reservation and registration card.		
14. Enters guest name in the arrival and departure record.		
Student must complete 14/14 items satisfactorily to obtain an overall score of satisfactory.		

INSTRUCTOR'S CRITERION KEY

OBJECTIVE 1:

Line Item 1:

A. Does not use phrase "May I help you".
B. Offers help immediately.
C. Has friendly "body language" (not have arms folded across chest).

Line Item 2:

A. "Knows the house" (rooms,available, prices, descriptions).
B. Emphasizes room, not rate (not quote price without describing room).
C. Does not offer lowest priced room first.
D. Closes the sale, thanks guest for the sale, asks guest to register.
E. Describes additional services (free ice, free coffee, etc.).

Line Item 3:

A. See attachment A.

Line Item 4:

A. Finds out the following:
  1. name and address of guest
  2. phone number
  3. type of room desired
  4. number of persons in party
  5. number of rooms desired
  6. arrival date
  7. arrival time
  8. rate requested
  9. length of stay
  10. if guest would like to make a deposit

Line Item 5:

A. See attachment A.

Line Item 6:

A. Places one copy in reservation file.
B. Gives one copy to the guest.

Line Item 7:

A. See attachment B.

INSTRUCTOR'S CRITERION KEY (cont.)

Line Item 8:

A. Correct spelling of name.
B. If still staying only 1 night.
C. Quotes rate to guest.
D. Check if correct address.
E. Number in party.
F. Reservations next stop.
G. If credit card payment, what is number.

Line Item 9:

A. See bottom section of Attachment B.

Line Item 10:

A. See attachment B.

Line Item 11:

A. Attachment D must be placed in the room rack (by room number) - D is torn out from middle of folio.
B. Attachment E must be placed in the information rack (this must be placed alphabetically) - E is torn out from middle of folio.

Line Item 12:

A. Folio (including registration card) must be placed in the tray ledger (bucket or guest folio file).

ATTACHMENT "A"

Name John Doe
Address Box 869
City ANYTOWN
State MONTANA Phone 524-7524
[✓ Single] Twin Double
King Size Studio
Suite Other
Number Persons 1 Number Rooms 1
Requested BY: John Doe
Taken By: BJ
Remarks: would Like a room on the ground floor.

Arrival Date 8/16/74
Arrival Time 8:00 AM ☐ PM ☒
Rate Requested $ 12^{00}
Length of Stay 1 NITES
Deposit $ 12^{00}

Received by Letter ☐ Telephone ☐ Teletype ☐ Telegram ☐ Personal Call ☒
Date Received 8/12/74

WILCOX INTERNATIONAL INC.
W594
RESERVATION REQUEST
CHICAGO 60606

ATTACHMENT "B"

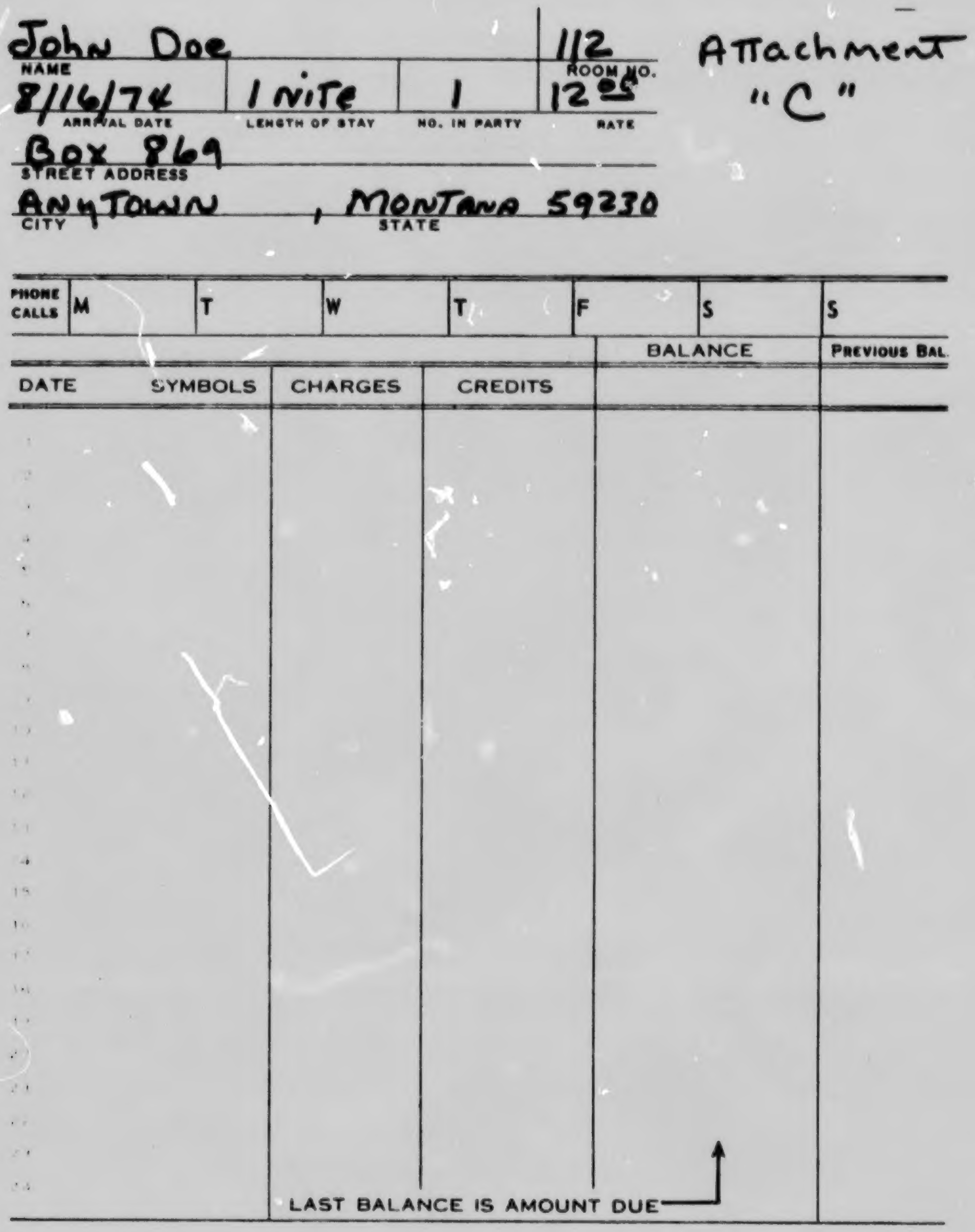
Name John Doe
Street and No. Box 869
City ANYTOWN State MONT. Zip 59230
Make & Year of Car 1973 Datsun License No 20-6243 State MONT.
Firm Name MT. Plains Address Glasgow AFB, MT
MY ACCOUNT WILL BE HANDLED BY:
☐ Cash ☐ Check ☒ Credit Card Type BAC No. 12-707-869

NOTICE TO GUESTS: We will not be responsible for loss of any valuables.

ROOM NO.	RATE	NO. IN PARTY	CLERK	ARRIVED	DEPARTED	ACCT NO
112	12^{00}	1	BJ	8/16/74		

RESERVATIONS NEXT STOP YES______ NO X______

Attachment "C"



John Doe NAME			112 ROOM NO.
8/16/74 ARRIVAL DATE	1 NITE LENGTH OF STAY	1 NO. IN PARTY	12^{05} RATE

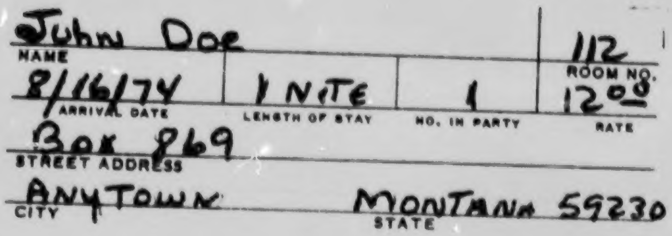
Box 869
STREET ADDRESS

ANYTOWN, MONTANA 59230
CITY STATE

PHONE CALLS	M	T	W	T	F	S	S

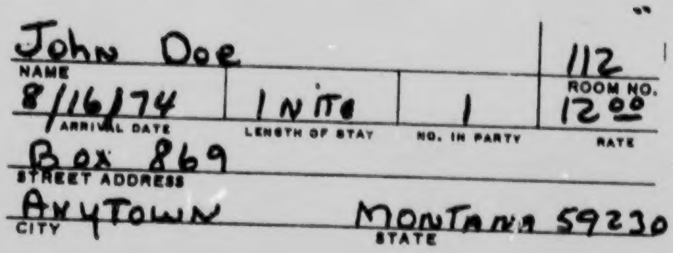
DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL.

LAST BALANCE IS AMOUNT DUE



NAME John Doe
ROOM NO. 112
ARRIVAL DATE 8/16/74
LENGTH OF STAY 1 NITE
NO. IN PARTY 1
RATE 12^{00}
STREET ADDRESS Box 869
CITY ANYTOWN
STATE MONTANA 59230

ATTachment
"D"



NAME John Doe
ROOM NO. 112
ARRIVAL DATE 8/16/74
LENGTH OF STAY 1 NITE
NO. IN PARTY 1
RATE 12^{00}
STREET ADDRESS Box 869
CITY ANYTOWN
STATE MONTANA 59230

ATTachment
"E"

Participant: ______________________ File Code: 25.02.03.00.A2-2.

Date: ______________________ Date Published: 3-13-74

Mountain-Plains Education &
Economic Development
Program, Inc.
Glasgow AFB, Montana 59231

UNIT PRETEST: FRONT DESK RESPONSIBILITIES

25.02.03.01

1. The cashier-guest relationship is:

   a. The pivotal position of the front office.
   b. More touchy than desk clerk - guest relationship, as the cashier has to ask for money.
   c. The same as the desk clerk-guest relationship.
   d. The easiest job as the guest won't complain at this time.

2. The guest can be defined as:

   a. An individual, with many different likes and dislikes.
   b. Anybody; guests are all alike.
   c. Only one who has reservations.
   d. Only one who is a "walk in" sales.

3. A way to remember a guest's name is:

   a. To ask the guest if he has a nickname.
   b. To check the reservation sheet prior to the guest's arrival.
   c. To ask a fellow employee each time the guest comes.
   d. By associating it with something.

4. One of the principle functions of the front office is to:

   a. Act as a service center for the guest during his stay.
   b. Collect delinquent accounts.
   c. Supervise the housekeeping department.
   d. Plan special activities for convention groups, including special meals.

5. The front office cashier has a special opportunity to build good will for the hotel because:

   a. The check-out procedure offers the guest a last chance to air his complaints.
   b. The check-out of guests is her only duty.
   c. She has business dealings with every guest several times a day.
   d. She represents management.

25.02.03.02

6. The main reason why people buy something is because they:

   a. Expect to benefit from it.
   b. Like its shape and color.
   c. Have seen it advertised on television.
   d. Need it to exist.

25.02.03.02 (continued)

7. In the "closing" step of a selling procedure:

   a. You ask the guest to register.
   b. You show him the rooms.
   c. You ask the guest who sent him to your hotel.
   d. You ask the guest if he would like to make a reservation at another hotel.

8. First attention should be given to:

   a. A price shopper.
   b. A guest with a reservation.
   c. A guest who is checking out.
   d. None of the above; they should be handled on a first come, first served basis.

9. When selling by telephone it is:

   a. Your voice which is the sales tool.
   b. Easy to sell because the guest can't see your hotel.
   c. Easy to sell because you are selling tangible items.
   d. Not necessary to give the guest your full attention.

10. In selling rooms you should:

   a. Sell the guest on the room -- he will find out himself about the rest of the hotel.
   b. Sell the rate, not the room.
   c. Sell the guest on the room and other hotel services available.
   d. Sell the guest on the room and let the bellman tell him what services are available.

25.02.03.03

11. A type of referral system hotels use is called:

   a. Telemax.
   b. Tolldex.
   c. Hotelex.
   d. Telautograph.

12. Advance deposit with a reservation:

   a. Means to hold the room until 6:00 p.m.
   b. Means the guest will forfeit the amount if he doesn't arrive.
   c. Is usually required for first (3) three night's stay.
   d. Means the guest will arrive positively.

25.02.03.03 (continued)

13. A Kardex rack:

    a. Holds color coded cards.
    b. Shows reservations taken for up to (3) three months.
    c. Holds reservations up to (3) three days from date of arrival.
    d. Holds the advance deposits of reservations.

14. Some information which might be on a reservation card is:

    a. Guest name and address, room assigned, folio number, type of room desired.
    b. Expected date of arrival, notice of hotel's responsibility rate of room quoted, credit card number.
    c. Type of room desired, date guest departed, rate desired, guest's name.
    d. Type of room desired, control number, rate quoted, expected date of arrival.

15. "No Shows" are defined as:

    a. Using the selling steps to sell a room without the showing step.
    b. People with confirmed reservations who don't cancel, but never keep their reservations.
    c. People who cancel their reservations.
    d. People who buy the room without seeing it.

25.02.03.04

16. Postoffice regulations state that the hotel or motel should not:

    a. Forward registered or certified mail.
    b. Notify sender of undelivered parcels.
    c. Accept registered mail for guests.
    d. Keep record of daily parcels.

17. One important fact that can affect the delivery of mail in a hotel is that:

    a. Delivery depends on what class of mail it is.
    b. Delivery depends on the type of mail rack used.
    c. The guest may not have arrived, or has already left.
    d. The mail clerk can't read.

18. One way of preregistering a group is to:

    a. Assign rooms prior to arrival.
    b. Have the desk clerk fill out the registration card prior to the group's arrival.
    c. Set up two lines (one for reservations, one without).
    d. Contact all other departments.

25.02.03.04 (continued)

19. Motels prefer registration cards to registration books because:

    a. They don't, books are preferred over cards.
    b. The cost is less.
    c. The cards have the guest's name and address on them.
    d. Cards are more private, easier to file, have more information.

20. Information, concerning the guest, that must appear on the registration card is:

    a. How guest intends to pay.
    b. Make and year of car.
    c. The room Rate.
    d. Whether room was upstairs or downstairs.

25.02.03.05

21. It is important to know how a guest intends to pay his bill so that:

    a. The hotel can estimate how much to charge the guest.
    b. The hotel can get character references on the guest.
    c. The hotel can check to see if the guest's credit is good, prior to his using the facilities.
    d. If the guest is paying by credit card, the hotel will be able to take C.O.D. charges or not.

22. The guest valuables a hotel is responsible for are:

    a. Items such as rings, bracelets, and necklaces.
    b. Items such as jewelry, but not clothing.
    c. Only those items placed in the hotel safe.
    d. Only those items under $50.00.

23. One thing a hotel can do prior to a group's arrival that will speed up getting the guests roomed is to:

    a. Sign all the registration cards prior to group arrival.
    b. Alert the other departments in the hotel.
    c. Assign rooms prior to group's arrival.
    d. Alert housekeeping so they can make up the rooms.

24. One of the steps in the rooming procedure at a small motor lodge is to:

    a. Have the bellman show the guest to his room.
    b. Collect the amount at the time of registration.
    c. Time stamp the guest folio.
    d. Fill out rooming slip after guest registers.

25.02.03.05 (continued)

25. In a medium-sized motel (118 rooms), the first step to rooming a guest is to:

    a. Fill out the rooming slip.
    b. Ask the guest what price of room he wants.
    c. Remove reservation from the reservation file and ask the guest to register.
    d. Pull the stock slip or ducat.

25.02.03.06

26. The hotel:

    a. Is not liable for articles which were turned in by employees and later lost.
    b. Should keep found articles in a separate drawer in the front office.
    c. Should require a social security card for people who try to claim articles.
    d. Should keep a written record of all articles with complete description.

27. One way of handling a "light baggage" situation is to:

    a. Make sure you get the guest's license plate number.
    b. Alert security so they can keep an eye on the person.
    c. Offer the guest the most expensive room in the house.
    d. Demand payment of the room in advance.

28. If you suspect a guest of trying to steal hotel property, you should:

    a. Immediately demand that the guest open his luggage.
    b. Call the police if you find any laundry in his baggage, even if it causes a ruckess.
    c. Ask the guest nicely if he has taken any hotel property accidentally, as this usually works.
    d. Call the manager if you don't know how to handle it.

29. When handling unusual events:

    a. Inform the manager as quickly as possible.
    b. You should be firm and to the point.
    c. There are six general points to remember.
    d. Treat all guests the same.

30. One of the following is not a method for decreasing theft of guest property by people not registered as guests or employees:

    a. Demanding the room clerks to know what each guest looks like and what their names are.
    b. All guests who have forgotten their keys being referred to the desk by the housekeeping staff.
    c. Keeping corridors well lit.
    d. Instructing telephone operators not to give room number of hotel guests over the phone.

25.02.03.07

31. Safe deposit boxes for the safeguarding of guest valuables:

    a. Are a special feature of an American plan hotel.
    b. Are the responsibility of the accounting department.
    c. Are required by law in some states.
    d. Can be opened by a single key.

32. Common law early defined the inn as:

    a. A public house having social responsibilities for the well-being of the traveler.
    b. A place serving food and drink.
    c. An establishment renting apartments by the day and week.
    d. A hostelry providing stables for horses.

33. An innkeeper is:

    a. Not responsible for the actions of his employees.
    b. Not obliged to take in a prospective guest who refuses to pay in advance.
    c. Not obliged to take in a guest who asks admission at an unreasonable hour.
    d. Never liable for luggage left on the premises when the guest leaves temporarily.

34. When guest property is "found" in the hotel, the innkeeper:

    a. Has no legal responsibility.
    b. Must consider state statutes in regard to the rights of finders of lost property.
    c. Should always consider it "mislaid" rather than "lost".
    d. Must notify the owner, if known, by certified mail.

35. Whenever hotel property is destroyed by guests, it is the front office clerk's duty to:

    a. Call the sheriff.
    b. Evict the party responsible.
    c. See that costs are paid by the party responsible.
    d. None of the above.

UNIT PRETEST ANSWER KEY: FRONT DESK RESPONSIBILITIES

LAP 01

1. b
2. a
3. d
4. a
5. a

LAP 02

6. a
7. a
8. d
9. a
10. c

LAP 03

11. c
12. b
13. c
14. d
15. b

LAP 04

16. a
17. c
18. a
19. d
20. c

LAP 05

21. c
22. c
23. c
24. b
25. c

LAP 06

26. d
27. d
28. c
29. a
30. a

LAP 07

31. c
32. a.
33. b
34. b
35. c

Participant: ____________________ File Code: 25.02.03.00.B2-2

Date: ____________________ Date Published: 3-13-74

Mountain-Plains Education &
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UNIT POST TEST: FRONT DESK RESPONSIBILITIES

25.02.03.01

1. The cashier-guest relationship is:

   a. the pivotal position of the front office.
   b. the easiest job as the guest won't complain at this time.
   c. the same as the desk clerk-guest relationship.
   d. more touchy than desk clerk-guest relationship, as the cashier has to ask for money.

2. The guest can be defined as:

   a. an individual, with many different likes and dislikes.
   b. anybody; guests are all alike.
   c. only one who has reservations.
   d. only one who is a "walk in" sale.

3. A way to remember a guest's name is:

   a. to ask the guest if he has a nickname.
   b. to check the reservation sheet prior to the guest's arrival.
   c. to ask a fellow employee each time the guest comes.
   d. by associating it with something.

4. In dealing with a guest you should use his name:

   a. here and there to get across that he is respected.
   b. even if you are not sure that it is his name.
   c. never.
   d. as many times as you can in an effort to impress him.

5. Some categories of the guest market might be:

   a. family trade, reservations, walk-in.
   b. tour group, walk-in, conventioner.
   c. business people and vacationers.
   d. individual business traveler, family trade, walk-in.

25.02.03.02

6. The traveling public expects the front office salesman to be:

   a. very talkative.
   b. very experienced.
   c. able to give accurate information.
   d. able to know the hotels in the next town.

7. In the "closing" step of a selling procedure:

   a. you ask the guest to register.
   b. you show him the rooms.
   c. you ask the guest who sent him to your hotel.
   d. you ask the guest if he would like to make a reservation at another hotel.

8. If the guest is resisting the sale and leaving, you should:

   a. tell him that you are the best hotel when compared to your competitors.
   b. say you will give him the room at a cut rate.
   c. tell him to take it or leave it.
   d. thank him for stopping, and ask him to come again.

9. In selling rooms you should:

   a. sell the guest on the room -- he will find out himself about the rest of the hotel.
   b. sell the rate, not the room.
   c. sell the guest on the room and other hotel services available.
   d. sell the guest on the room and let the bellman tell him what services are available.

10. "Knowing the House" means:

   a. knowing who is staying with you.
   b. knowing the kinds of rooms you are offering.
   c. know where the laundry, restaurant, and bar are located.
   d. knowing how many rooms have been sold.

25.02.03.03

11. Overbooking is defined as:

   a. a system used to maximize room rentals.
   b. pressure on the desk clerk.
   c. taking 15% + 5% -5% of reservations.
   d. selling more rooms than what you sold on the same day the previous year.

25.02.03.03 (continued)

12. Color codes are used to:

    a. show who has the room reserved.
    b. show special information about the reservation.
    c. show price of room desired to desk clerk.
    d. show special information about room to desk clerk.

13. A type of referral system hotels use is called:

    a. telemax.
    b. tolidex.
    c. hotelex.
    d. telautograph.

14. Advance deposit with a reservation:

    a. means to hold the room until 6:00 p.m.
    b. means the guest will forfeit the amount if he doesn't arrive.
    c. is usually required for first (3) three night's stay.
    d. means the guest will arrive positively.

15. The color code for a VIP is:

    a. dependent upon the motel's policy.
    b. white.
    c. yellow.
    d. blue.

25.02.03.04

16. "Held" mail should be checked:

    a. by the assistant manager.
    b. every day.
    c. every ten days.
    d. by the local postmaster.

17. Postoffice regulations state that the hotel or motel should not:

    a. forward registered or certified mail.
    b. notify sender of undelivered parcels.
    c. accept registered mail for guests.
    d. keep record of daily parcels.

25.02.03.04 (continued)

18. The guest history is:

    a. required by law in many states.
    b. a brief record of guest preferences, credit rating, and patronage.
    c. another name for guest account folio.
    d. used only by the sales department.

19. One reason for registering a guest is to:

    a. know how he is going to pay.
    b. have a chance to get him to complete a guest history card.
    c. know he is in the house.
    d. follow management policy.

20. The information, concerning the hotel, that must be on a registration card is:

    a. reservation control number.
    b. guest's name and address.
    c. notice if the guest wants a reservation at the next stop.
    d. notice of hotel's responsibility to guest valuables.

25.02.03.05

21. It is absolutely essential that the room rack be kept current at all times to:

    a. prevent guests being assigned to occupied rooms.
    b. facilitate the posting of charges to guest folios.
    c. facilitate handling of incoming phone calls for guests.
    d. know where the room is located.

22. The piece of front office equipment which provides a descriptive inventory of guest rooms is called the:

    a. history rack.
    b. guest folio rack.
    c. room rack.
    d. Red Book.

23. The departments that the front office works with in handling group arrivals are:

    a. bellman, doorman, maid, housekeeper, cashier.
    b. bellman, porter, room clerk, security.
    c. food beverage and sales, housekeeping.
    d. laundry, bar, security, front service, telephone.

25.02.03.05 (continued)

24. It is important to know how a guest intends to pay his bill so that:

    a. the hotel can estimate how much to charge the guest.
    b. the hotel can get character references on the guest.
    c. the hotel can check to see if the guest's credit is good, prior to his using the facilities.
    d. if the guest is paying by credit card, the hotel will be able to take C.O.D. charges or not.

25. One thing a hotel can do prior to a group's arrival that will speed up getting the guests roomed:

    a. sign all the registration cards prior to group arrival.
    b. alert the other departments in the hotel.
    c. assign rooms prior to group's arrival.
    d. alert housekeeping so they can make up the rooms.

25.02.03.06

26. One of the things which should be done in the event of a fire is to:

    a. try to put the fire out yourself, before calling Fire Department.
    b. rush to see what is going on, even if you are the only person at the desk.
    c. clear all the people out of the hotel.
    d. notify all guests in the danger area to evacuate.

27. After an accident or death has occured in a room you should:

    a. make a written report to the management, concerning time, date, people involved, cause of accident.
    b. leave the room "out of order" for one or two days.
    c. have the maid prepare the room for rental.
    d. immediately give the guest who was in the room a "complimentary" stay.

28. If you suspect a guest of trying to steal hotel property, you should:

    a. immediately demand that the guest open his luggage.
    b. call the police if you find any laundry in his baggage, even if it causes a ruckess.
    c. ask the guest nicely if he has taken any hotel property accidentally, as this usually works.
    d. call the manager if you don't know how to handle it.

25.02.03.06 (continued)

29. When handling unusual events:

    a. inform the manager as quickly as possible.
    b. you should be firm and to the point.
    c. there are six general points to remember.
    d. treat all guests the same.

30. One of the following is not a method for decreasing theft of guest property, by people not registered as guests or employees:

    a. demanding the room clerks to know what each guest looks like and what their names are.
    b. all guests who have forgotten their keys being referred to the desk by the housekeeping staff.
    c. keeping corridors well lighted.
    d. instructing telephone operators not to give room number of hotel guests over the phone.

25.02.03.07

31. When hotel property is destroyed by a guest, the:

    a. guest should be charged for the value of the property destroyed.
    b. hotel has no recourse.
    c. guest should be ejected from the premises immediately.
    d. police should be called at once.

32. It is difficult to clearly define the liability of the innkeeper for "lost and found" items because:

    a. many employees are not trustworthy.
    b. statutes vary greatly as to the rights of finders of lost property.
    c. guests often hide valuables in odd places.
    d. many hotels stipulate in the employment contract that employees must turn "lost and found" items in to an authorized agent of management.

33. Common law defines an inn as:

    a. a place serving food and drinks.
    b. a hostelry providing stables for horses.
    c. an establishment renting apartments on a monthly basis only.
    d. a public house having social responsibilities for the well-being of the travelers.

25.02.03.07 (continued)

34. Common law early defined the inn as:

    a. a public house having social responsibilities for the well-being of the traveler.
    b. a place serving food and drink.
    c. an establishment renting apartments by the day and week.
    d. a hostelry providing stables for horses.

35. As legally defined, a "guest":

    a. can never be a resident of the community in which the hotel is located.
    b. must come from a distance.
    c. all of the above.
    d. must have been received by the innkeeper for treatment as a guest.

UNIT POST TEST ANSWER KEY: FRONT DESK RESPONSIBILITIES

LAP 01

1. b
2. a
3. d
4. a
5. c

LAP 02

6. c
7. a
8. d
9. c
10. b

LAP 03

11. a
12. b
13. c
14. b
15. a

LAP 04

16. b
17. a
18. b
19. c
20. d

LAP 05

21. a
22. c
23. c
24. c
25. c

LAP 06

26. d
27. a
28. c
29. a
30. a

LAP 07

31. a
32. b
33. d
34. a
35. d

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Date Published: 1/12/76

Mountain-Plains Education &
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Glasgow AFB, Montana 59231

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: The Problem of Credit

OBJECTIVE:

Identify the basic credit terms used in the hotel/motel industry and recognize ways to reduce credit losses.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Hotel Front Office Management and Operation, pages 42-43.
Front Office Operation, pages 69-71.
"Front Office Procedures", manual, page 21.

PROCEDURE:

Steps

1. Read pages 42-43 of text, Hotel Front Office Management and Operation. Read on page 43 up to the heading "The Credit Card". Don't read this part. Mentally, contrast the way a small and large hotel differ in credit policies.
2. Read "Front Office Procedures", manual, page 21. Read the section titled "The Problem of Credit".
3. Read pages 69-71 in Front Office Operation, section entitled "Confidential Reports".
4. Read pages 37 and 38 of workbook "Front Office Operation" with special attention to paragraphs 2, 5 and 7.
5. Using the book, Front Office Operation, you may answer questions (Part I - 2, 3, 4, 9, 10), (Part II - 5, 6, 7, 8), (Part III - 4, 5, 6, 7), (Part IV - 3, 5, 6).

Principal Author(s): D. Fuhrman

6. When you feel you know the material, get the LAP test from the file cabinet and take the test at the tables in the front of the room. You will score the test yourself using the test answer key.
7. If successful, start on next activity "Credit and Cash at Check Out". If unsuccessful, review the items missed.

KEY POINTS:

"Cashed" printed on a check means that guest was given cash for the check. The money was not applied to the guest's bill.

C.O.D. means Cash on Delivery.

Participant: ______________________ File Code: 25.02.0301.A2-2

Date: ______________________ Date Published: 4-15-74

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LAP TEST: THE PROBLEM OF CREDIT

1. Hotel services are:

   a. recoverable if the guest fails to pay his bill.
   b. insured against credit losses.
   c. paid for in advance in most cases.
   d. continuously being uesed up and lost forever if not paid for.

2. Which of the following is not a procedure used by a small hotel to reduce credit losses?

   a. They do not issue credit cards.
   b. They usually require the guest to fill out an application blank for credit.
   c. If the bill is not paid two to three days after the charges have been rendered, the guest is interviewed by the manager.
   d. The decision to accept or reject a check is usually the responsibility of the manager.

3. In what case should a confidential report be discussed with someone?

   a. Never with anyone.
   b. Only with a member concerned with credit.
   c. When it concerns the person you're talking about.
   d. When it is any other hotel employee.

4. For the credit department, the night auditor prepares:

   a. a list of accounts remaining unpaid three days after a bill has been rendered to the guest.
   b. a list of all guests who have completed their seventh day in the hotel.
   c. a summary of cash disbursements for guests.
   d. a summary of front office cash receipts and disbursements.

5. To prevent fraudelent endorsement in case of theft or loss of checks, all check accepted are immediately:

   a. deposited by only the manager.
   b. stamped "cashed" so no on misunderstands the meaning of the check.
   c. stamped "for deposit only".
   d. stamped with guest identification and information.

6. "Cashed" is put on the back of a check:

   a. so someone cannot cash the check besides the hotel.
   b. so the credit manager can list the check on the confidential report.
   c. so the hotel knows it was not to apply on the guest's account in payment of the bill.
   d. so the check will be included on the floor limit list for that guest.

7. N.S.F. on a check means:

   a. the guest doesn't have an account at the bank.
   b. there is no money in the bank to pay for the check.
   c. the check was in payment of a C.O.D. charge.
   d. the check was drawn on a foreign bank account.

8. Which is not true with the granting of credit:

   a. credit should begin when the reservation is received.
   b. credit begins at check-in, not before.
   c. the probability of loss is always present where credit is extended in a hotel.
   d. this is considered one of the most important phases of hotel work, and merits the most important phases.

9. One of the things needed in order for front office personnel to help reduce credit losses is:

   a. to have the use of an accounting machine.
   b. to have a "skipper" tracer service available.
   c. to be informed as to management's policy regarding credit limitations, and cashing of checks.
   d. to have more than one desk clerk working at a time.

10. The institution which grants the use of credit the most readily is:

   a. the clothing store.
   b. the hotel/motel.
   c. the hospital.
   d. they are all the same.

LAP TEST ANSWER KEY: THE PROBLEM OF CREDIT

1. d
2. b
3. b
4. a
5. c
6. c
7. b
8. b
9. c
10. b

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Mountain-Plains Education &
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Glasgow AFB, Montana 59231

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Credit and Cash at Checkout

OBJECTIVE:

Identify acceptable procedures to be used for cash and credit check out of guests.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, pages 60-67.
"Front Office Operation", workbook.
"Front Office Procedures", manaul, reading 4, page 21.

PROCEDURE:

Steps

1. Read pages 60-67 of text, Front Office Operation, up to part titled "The House Bank".
2. Review conclusion on page 71 and 72. Review questions 1, 2, 3, 5 and 6 of "Questions for Discussion".
3. Read page 21 of Manual, Front Office Procedures, section titles "Guest Check-Out." and "Cashing Checks."
4. Read pages 37 and 38 of workbook, Front Office Operation with special attention given to paragraphs 1-5.
5. Using the text, Front Office Operation, do questions: (Part I - 1, 5, 6, 7), (Part II - 1, 2, 3, 4, 10), (Part III - 1, 9), (Part IV - 1, 2, 3). Check your answers with the answer booklet from the instructor.
6. When you feel you know the material, take the test. Score the test yourself using the test answer key.

Principal Author(s): D. Fuhrman

7. If you are successful, proceed to next LAP on "The House Bank". If unsuccessful, (score below 90%) review the LAP material.

KEY POINTS:

If, at check in, the guest signifies on the registration that he intends to pay by credit card, you should:

1. Ask for the card.
2. Get print of card on the sales draft by running through the machine.

This way you can call and get authorization before guest checks out. This will:

1. Save time at check out.
2. Give you a chance to check all credit references.

Participant: ______________________ File Code: 25.02.03.02.A2-2

Date: ______________________ Date Published: 4-15-74

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LAP TEST: CREDIT AND CASH AT CHECKOUT

1. "Seller beware" means:

   a. the hotel should pick who they rent rooms to.
   b. the hotel should be aware of what products they sell to the guest.
   c. the hotel is out to take the guest.
   d. the hotel should be on the alert that people might be out to take the hotel.

2. Which is not true concerning credit and cash?

   a. The credit card companies pass out lists to the hotels which list cancelled cards.
   b. A hotel should get the credit card number at check-in or prior.
   c. Hotels are stiffening their approach to credit card transactions.
   d. A hotel honors all credit cards.

3. When should a credit card number be taken by the desk clerk?

   a. When the guest requests a reservation.
   b. At the point of sale -- check-in.
   c. At the point when he wants to pay the bill.
   d. Whenever it is convenient for the guest.

4. Which is not a check-cashing procedure?

   a. Hurry, because at checkout the guest is usually rushing, so don't get him upset.
   b. Stamp the check "cashed" and "for deposit only".
   c. Imprint the credit card on the back of the check.
   d. Determine whether the check-casher is a guest at the hotel.

5. According to the book, which is not information found on a check stamp?

   a. Cashier's initials.
   b. Room number.
   c. Registered or non registered guest.
   d. Credit card type.

6. Which is not a step in checking a guest out?

   a. Collect payment.
   b. Bring the guest's folio up-to-date, so it includes all his charges.
   c. Inquire as to reservations at the next stop.
   d. Inform the guest of the final amount he owes.

7. If a guest is paying by credit card, you should not:

   a. make sure the hotel honors that particular card.
   b. hold the card; do not give it back to the guest if it is on the cancellation list.
   c. write "paid by credit card" on the folio.
   d. write "charge" on the folio.

8. If the guest pays by credit card, you should:

   a. only accept cards of the main credit card companies.
   b. ask for at least three types of identification cards.
   c. let him pay the whole bill, no matter what the amount is.
   d. attach the special form to the guest folio.

9. The final step in the check-out procedure is to:

   a. count out the change for the guest who pays cash.
   b. invite the guest to return.
   c. record guest's address on the check.
   d. handle the guest's complaints.

10. The cashier's duty which takes priority over all others is:

   a. counting cash.
   b. posting charges on folios.
   c. serving the guest promptly.
   d. recording checks.

LAP TEST ANSWER KEY: CREDIT AND CASH CHECKOUT

1. d
2. d
3. b
4. a
5. b
6. c
7. c
8. d
9. b
10. c

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Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: The House Bank

OBJECTIVE:

Identify the terms and procedures used for checking out the House Bank. Prepare a cashier's report given the list of activities and transactions for a shift.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item mulitple-choice test about this LAP. Successful completion is nine out of ten items. Prepare a cashier's report for a given set of transactions without error.

RESOURCES:

Front Office Operation, pages 67-69. Workbook, "Front Office Operation" pages 37-38.

PROCEDURE:

1. Read pages 67-69 of text, Front Office Operation, up to section on Confidential Reports. Read conclusion with special attention to paragraph four on house bank.
2. Review "Questions for Discussion" #4.
3. Using the text, answer questions in the workbook: Part I (8); Part II (9, 10); Part IV (4).
4. Schedule time with the instructor to demonstrate the use of the House Bank. Then complete the following activity:

   Start with the till with all the money from the deposit bag. Put in total amount each time. Count out the bank to these amounts.

   1. $113.12
   2. $109.58
   3. $206.49
   4. $175.00
   5. $200.00

Principal Author(s): D. Fuhrman

5. Get a cashier report from the instructor. Study this very carefully. Study the completed cash report on the bulletin board. Using the cash report, complete this activity:

> You are Cashier "A" (7:00 - 3:00). You have checked out five guests totalling $106.81. During your shift you have paid out in tips, refunds, and guests' expenses $30.00. Also, you have paid out $25.00 to the parking lot across the street (hotel expense). Complete the cash report. Cash on hand at end of your shift is $251.81. (This includes the House Bank of $200.00).

6. When you feel you know the material, get the LAP test from the file cabinet and take the test at the tables in the front of the room. You will score the test yourself using the test answer key. (Ask instructor for answer key).

7. Upon successful completion, go to next LAP on Credit and Bank Cards. If unsuccessful, repeat steps 1-6.

KEY POINTS:

Remember a hotel expense is not run through the Accounting Machine, you just put a paid out slip in the cash drawer. If you don't use the machine, you treat it as any paid out.

Also, if you are shift "A", your opening balances on your cash report should be "0" because the night auditor has cleared the machine prior to your arrival. Also, shift "B"'s opening would be the same as shift "A"'s closing. (No one was on the machine between your change of shifts.)

After you check out your till, anything over the House Bank ($200.00) is deposited in the deposit bag. This way the next shift also starts out with $200.00 house bank.

The difference between a cash report (used on the posting machine) and a front office cash sheet (used when posting by hand) is:

Cash Report	Front Office Cash Sheet
1. Gives only the cash totals of the paid and paid out keys.	1. Gives individual transactions of cash, you total them up to find the total for paid and paid out.
2. Prepared by machine.	2. Prepared by hand.

Both are only concerned with cash transactions in the hotel. We use the cash report because we post by machine.

Participant: ______________________ File Code: 25.02.03.03.A2-2

Date: ______________________ Date Published: 4-15-74

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LAP TEST: THE HOUSE BANK

1. "House bank" is defined as:

   a. the money deposited at the end of each shift.
   b. money used by a clerk only for paid outs.
   c. money a clerk is given at the beginning of a shift for use in making change and cashing checks.
   d. the till, always $200.00.

2. "Balance out" a house bank means to:

   a. account for all the money you handled during your shift.
   b. add what you did with what the other shifts did.
   c. find out only what you were paid during your shift.
   d. add the cash received to the house bank and subtract the paid outs.

3. "Receipts" are defined as:

   a. only money received for payment of a guest bill.
   b. all money except money received from credit card companies in payment of bills.
   c. all money received during a day except cash sales.
   d. any money taken in during a shift.

4. The first step in making a paid out is:

   a. to pay the money.
   b. to pick up the old balance on the machine.
   c. to post the paid out to the guest folio.
   d. to examine the voucher, be sure it is signed and filled out.

5. Using the machine cash report:

   a. the net cash figure is obtained by subtracting the total cash paid out figure from the total cash received figure.
   b. the opening balance will always be zero.
   c. to get the cash received, you subtract the paid outs from the paids.
   d. the machine totals are always accurate.

6. An average:

   a. Is when the net cash figure on the cash report is less than the amount in excess of the beginning "house bank".
   b. Is when the house bank is not what you started with.
   c. Is when the net cash figure on the cash report is more than the amount in excess of the "house bank".
   d. Is better for the hotel than a shortage.

7. A shortage:

   a. Is when the amount in excess of the "house bank" is less than the figure on the cash report.
   b. Is when the net cash figure on the cash report is less than the amount in excess of the beginning "house bank".
   c. Is if the money in the till is less than what you started with.
   d. always has to be made up by the desk clerk who was on duty.

8. A relief bank is:

   a. the night auditor's "house bank".
   b. the same amount as the house bank.
   c. money, given a person who takes over your shift to use as his bank.
   d. used on most shifts.

9. The first step in the relief bank procedure is to:

   a. determine the amount of money in your cash drawer.
   b. Issue the money from your cash drawer.
   c. obtain a receipt.
   d. Issue money from another shift's drawer.

10. In obtaining the relief bank, you:

    a. are only concerned with the people who paid.
    b. are concerned with paid out slips, checks, and other vouchers besides just the cash.
    c. balance out the bank, not the relief man.
    d. must check the time and note it on the cash report that you were gone.

LAP TEST ANSWER KEY: THE HOUSE BANK

1. c
2. a
3. d
4. d
5. a
6. a
7. a
8. c
9. b
10. b

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File Code: 25.02.03.04.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Credit and Bank Cards

OBJECTIVE:

Identify the types and characteristics of credit and bank cards. Recognize the way that each type of card is handled by the desk clerk.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Attached information sheet.
Hotel Front Office Management and Operation, pages 43-54.
BankAmericard card. BankAmericard Member Operating Guide.
Front Office Operation, pages 59 and 60.

PROCEDURE:

Steps

1. Read pages 43-54 of Text, Hotel Front Office Management and Operation.
2. Read pages 59 and 60 of Front Office Operation, up to "Seller Beware."
3. Study the BAC "Membership Operating Guide" (in rack on registration desk).
4. Read instruction sheet on back of LAP.
5. When you feel you know the material, take and score the LAP test.
6. If successful, go to next activity on "Operating Card Equipment" and if unsuccessful review the LAP material.

Principal Author(s): D. Fuhrman

Information Sheet

When handling bank cards, hotels use two methods:

1. Treat the bank card as cash payment and enter it on machine as money received.

2. Treat as credit card payment and enter it on machine as a city ledger charge account.

Credit cards are handled as city ledger accounts until payment is received from credit card company. (usually once a month)

BAC copies of the sales draft go to different people than do copies of American Express. (Check page 52 and BAC folder)

Also, when the guest lists on the registration card that he intends to pay by credit card, you should at that time.

1. Ask for his card.

2. Run it through the imprinter onto the sales draft.

3. Later you can check expiration date, purchasing limit, and then call credit card headquarters to get authorization code.

Review pages 52-54 on American Express credit cards, especially the recommendation block in the middle of page 53.

Remember: Credit card companies charge commissions (4-6%) based on how much the hotel's total charge sales are.

When the hotel receives the payment from the credit card company, it will not include the commission charged by the credit card company. When you are crediting the city ledger credit card accounts, the difference will have to be made up by management (through use of petty cash fund for that purpose).

Example:

1. Credit card amount in city ledger $100.00.
2. You receive only $96.00 (4% commission).
3. Manager gives you $400.00 from petty cash and tells accounting department to post to credit card expense account.
4. You put $100.00 in the till and credit the credit card city ledger for $100.00.

Student: ____________________ File Code: 25.02.03.04.A2-2

Date: ____________________ Date Published: 4-15-74

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LAP TEST: CREDIT AND BANK CARDS

1. The problem of credit has been increased with:

   a. the credit card.
   b. the great amount of new motels every day.
   c. the increased amount of foreign travelers.
   d. all of the above.

2. Which is not an advantage that the credit card owners say they offer?

   a. New sources of business are opened.
   b. Spending potential of the guest is expanded.
   c. Rapid remittances are always guaranteed to the hotel.
   d. None of the above.

3. Which is not a disadvantage of the use of credit cards by a hotel?

   a. The cash flow of the motel is delayed.
   b. The card company uses the hotel's money on an interest-free basis.
   c. The credit card company charges the hotel a commission.
   d. None of the above.

4. Which company is the larger?

   a. Diner's Club
   b. Carte Blanche
   c. Bank Americard
   d. American Express

5. The company which requires an annual fee for membership is:

   a. Carte Blanche.
   b. Uni-card.
   c. Bank Americard.
   d. Master Charge.

6. One of the key factors in the growth of T & E cards is:

   a. the large number of airlines.
   b. the increase in amount of credit given at the bank.
   c. the number of people earning $10,000 a year.
   d. the large increase of motels.

7. Bank Americard is an example of which type of card?

   a. Revolving credit.
   b. Private label.
   c. Travel and Entertainment.
   d. Combination plan.

8. The Carte Blanche is what type of credit card?

   a. Revolving credit.
   b. Private label.
   c. Travel and Entertainment.
   d. Combination plan.

9. The purpose of the shaded area on the American Express charge record is:

   a. to list allowances given to the guest.
   b. for putting late charges.
   c. for the guest's signature.
   d. to state the member's floor limit.

10. The star on a BAC card means:

   a. the floor limit is $100.00.
   b. the card is a chargex card.
   c. the card has expired.
   d. the floor limit is $50.00.

LAP TEST ANSWER KEY: CREDIT AND BANK CARDS

1. a
2. c
3. d
4. d
5. a
6. c
7. d
8. c
9. b
10. a

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File Code: 25.02.03.05

Date Published: 7-2-74

Retyped: 9-27-78

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Operating Card Equipment

OBJECTIVE:

Demonstrate the desired procedure for using the credit card equipment when checking out a guest with a credit card payment. Identify the desired procedure for operating the charge card equipment and recognize desired actions for handling charge card transactions.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Hotel Front Office Management and Operation, pages 47-54. Member Operating Guide, Bank Americard Manual, BAC Demonstration of using Imprinter by instructor. Credit Card Imprinter.

PROCEDURE:

1. Read the Member Operating Guide manual, pages 6-10 concerning the usage of the imprinter and the sales draft.
2. Read pages 47-54 of text, Hotel Front Office Management and Operation.
3. Read the information sheet on back of LAP.
4. Using the imprinter and sales drafts (in registration desk) practice the procedure. If you still don't understand, ask instructor to demonstrate. Be sure to practice both charge and credits.
5. When you feel you know the material, get the LAP test from the file cabinet and take the test at the tables in the front of the room. You will score the test yourself using the test answer key. (Ask the instructor for this).

Principal Author(s): D. Fuhrman

INFORMATION SHEET

When giving a guest a refund for returning an item or an allowance, remember you can't pay the guest money. The reason is that when you let the guest charge, you have to pay the credit card company 4-6% on that money. If you pay cash back to him for returning an item, you still are paying 4-6% on the total bill.

If you ask for the guest's card at the check-in time, you can avoid making the guest wait while you check authorization. This also gives you time to fill in the sales draft so all the guest has to do is sign the bill.

Also, when filling the amount in on the credit card, if you only use one line, you should make or draw a line between the totals and your amount so another figure couldn't be entered in the space to avoid falsifying of the bill.

Some of the things to check when taking a credit card are:

1. Identification (preferably something with a picture)
2. Expiration of card
3. Purchasing limit
4. Signature of guest

On BAC the copies are distributed:

1. 1st to customer
2. 2nd to member
3. 3rd to bank

When you deposit BAC, you prepare a deposit transmitted record which is sent to the bank.

There are two ways in which a hotel handles a bank card:

1. Handle as cash, so you put in till as cash.
2. Handle as credit card, so you attach to folio and place in checkout file. In this case you would treat it as city ledger charge until you received payment from the company and then you would credit the folio. This protects you in case the card is void.

Student: ____________________ File Code: 25.02.03.05.A2-2

Date: ____________________ Date Published: 4-15-74

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LAP TEST: OPERATING CARD EQUIPMENT

1. If John Brown, who paid by credit card the day before, returns and disputes a laundry charge of $4.00, you would:

   a. if the manager approved the allowance, pay him $4.00.
   b. prepare a new credit card slip and charge him again, minus the $4.00 laundry charge.
   c. prepare a credit slip for the $4.00 laundry charge and pay him his $4.00.
   d. prepare a refund draft and send it into the credit card company.

2. When using the American Express credit card, the hotel:

   a. only give floor limits up to $250.00.
   b. has the right to not accept a card, even though everything is correct according to the American Express policies and procedures.
   c. can collect directly for group meetings, and conventions.
   d. usually pays 4 - 4½% in commissions.

3. When preparing the American Express record form, which is not recommended?

   a. Give the member the hard copy of the charge record.
   b. Enter the account folio number in the box "check or bill number".
   c. Imprint the cardholder's account number on the account folio.
   d. Clip or staple the charge record to the guest folio.

4. When sending charges to American Express:

   a. send two copies of the summary record form.
   b. send the charges in at least weekly.
   c. to avoid delays, staple charge records together.
   d. send photo copies of account folios.

5. When using the American Express credit card, the hotel:

   a. should treat it as cash payment.
   b. establish a separate account in the city ledger called "American Express".
   c. should give the 2nd copy to the bank.
   d. does not have to send in the charge records, only the summary of charge records form.

6. When taking a phone order (using BAC):

   a. you do not have to get the signature of the guest.
   b. it is always necessary to call the authorization center.
   c. it is not possible to take a phone order.
   d. you print the cusomter's name on the signature line.

7. A Bank Americard "hot card" is:

   a. a stolen credit card.
   b. a list of no more than four BAC account numbers.
   c. a weekly listing of bad credit cards in your area.
   d. none of the above.

8. If someone attempts to use a BAC card which is listed on the "warning card" at your hotel, you should:

   a. tell the guest you cannot accept it, and return the card.
   b. keep the card if possible; BAC will pay a reward.
   c. tell the guest you are contacting the BAC center, and ask him to wait.
   d. none of the above.

9. In preparing a credit voucher for a disputed charge:

   a. signature of the cardholder is mandatory.
   b. you must indicate on the draft the nature of the transaction.
   c. your signature has to appear in the box marked "approved by".
   d. all of the above.

10. If John Jones paid for his stay yesterday by BAC and came back today and disputed a phone charge (management approved it), you would:

   a. refund Mr. Jones' money. (amount 1 phone call)
   b. prepare BAC credit draft.
   c. refund Mr. Jones money. (less commission the hotel has to pay the BAC company)
   d. prepare new BAC charge slip. (even though old draft has already been deposited)

LAP TEST ANSWER KEY: OPERATING CARD EQUIPMENT

1. d
2. c
3. a
4. b
5. b
6. a
7. b
8. b
9. b
10. b

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File Code: 25.02.03.06.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Guest Charges and Credits

OBJECTIVE:

Identify the terms and procedures associated with the handling of the guest's charges and credits.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Attached Information Sheet
Front Office Operation, pages 73-90.
Hotel Front Office Management and Operation, pages 55-67.
Workbook, Front Office Operation, pages 45-90.

PROCEDURE:

Steps

1. Read pages 73-90 in text, Front Office Operation. Review conclusion and the "Questions For Discussion". Check on the bulletin board at front of classroom and see examples of vouchers and other forms which we use. Review what you read.
2. Read introduction of workbook, "Front Office Operation", and then do questions (pages 46-49) on a separate sheet of paper. When finished ask instructor for answer sheet so you can check your answers.
3. Read pages 55-67 in text, Hotel Front Office Management and Operation. Review what you have read.
4. Read Information Sheet on back of LAP.
5. When you feel you know the material, take the LAP test and score it.
6. If successful, proceed to next LAP. If unsuccessful, review the LAP material.

Principal Author(s): D. Fuhrman

Information Sheet

Sometimes hotel/motels use the original bill from the department as the voucher (Proof of charge). An example is the waiter's check for the restaurant.

If the desk clerk and cashier is the same person, you would not need a telephone voucher.

Also, these forms are not always the same. They vary from hotel to hotel.

When departments such as laundry and restaurant send vouchers to the front desk, they record the vouchers they send on a departmental control sheet. Later, they compare this list with what actually was received so that a voucher which is lost can still be posted.

The book says that a disbursement may be an advance. This is true, but a disbursement can also be other things. The disbursement is when money is paid to the guest. The two instances in which this will happen is:

1. refund.
2. advance. paid outs

Both of these are paid outs, so a disbursement to a guest would be called a paid out. The two types of paid outs are:

1. paid out guest expense.
2. paid out hotel expense.

Also, when a hotel uses an accounting machine (NCR 42, 52), the front desk uses a cash report (balanced using the machine) rather than a cash sheet (which is prepared by hand).

REMEMBER

Charges increase what the guest owes the hotel.

Credits decrease what the guest owes the hotel.

LAP TEST ANSWER KEY: GUEST CHARGES AND CREDITS

1. d
2. d
3. a
4. b
5. d
6. b
7. a
8. c
9. d
10. d

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File Code: 25.02.03.07.A2-0

Date Published: 1/12/76

Learning Activity Package

Student: ____________

Date: ____________

PERFORMANCE ACTIVITY: Desk Clerk Practice Set

OBJECTIVE:

Post without machines a given set of daily transactions using correct forms and procedures. Identify the procedures used in posting daily transactions and the correct transaction totals.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Hand posted accounting folios (both guest and city ledger account folios). Front Office Cash Sheet. Hotel Front Office Management and Operation, pages 75-84; 89-93; 93-95.

PROCEDURE:

Steps

1. Using text, Front Office Management and Operation, read pages 75-84. Now go back and review what you have read. (Don't read "The Hotel Transcript" section on page 84.)
2. Next, using same text, read pages 89-93. (Start on page 88 with section titles "Forms used to Control the Flow of Cash,") Read up to section "The Hotel Practice Set." Now review what you have read.
3. Pick up accounting folios and cash sheet from the instructor. Read pages 93-95 (Read part of instructions to #3 called "The Transcript".
4. Now using the information on pages 93-95, complete the accounting folios. Be sure to complete everything on the accounting folios.
5. When completed, check with the answer key.

Principal Author(s): D. Puhrman

6. Take LAP test and score it.
7. If unsuccessful, review the LAP material. If successful, go to the next LAP.

KEY POINTS:

Be sure to fill out all information folios pertaining to:

Transfers - Where folio is being transferred. Who is authorizing the transfer. (Write across folios information such "Transferred to John Doe," city ledger or Transferred from Bill Smith.)

Changes - Where charges are transferred. Who authorized the change. (Write in change section "Changed from folio of John Doe, in small print"). Write changed to Bill Smith across face of folio like a transfer.

Also be sure to balance out folio if paid in full. Also if paid in full, write "Paid in Full" across folios and put date and initials under it.

When recording changes or transfer also:

Transfer

Get signature of guest who is charging his bill.

Changes

Get signature of guest who authorized it, the guest who asked you to make the change.

Student: ____________________ File Code: 25.02.03.07.A2-2

Date: ____________________ Date Published: 4-15-74

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LAP TEST: DESK CLERK PRACTICE SET

1. The number of Front Office cash sheets depends on:

   a. size of motel (whether it also has restaurant and lounge).
   b. the management.
   c. the size and format of the sheet and the number of cash transactions that occur during the watch.
   d. how big the house bank is.

2. The cash sheet totals are summarized:

   a. in the recapitulation section of the transcript.
   b. monthly.
   c. weekly.
   d. and should equal the total checkouts for that day.

3. A transfer is:

   a. movement of data from one folio to another in a different ledger.
   b. the same as a change.
   c. movement of data from one folio to another in the same ledger.
   d. all of the above.

4. A change is:

   a. movement of data from one folio to another in the same ledger.
   b. the same as a transfer.
   c. movement of data from one folio to another in a different ledger.
   d. all of the above.

5. The balance due on Mr. A.Y.'s folio is:

   a. $23.00.
   b. $6.12.
   c. $14.56.
   d. $22.44.

6. The balance due on Mr. A.S.'s folio is:

   a. $20.80.
   b. $41.60.
   c. zero.
   d. $49.78.

7. The balance on Mr. B.B.'s account is:

   a. $33.09.
   b. $35.09.
   c. $34.09.
   d. $34.19.

8. Which is not a step when charging to a city ledger account?

   a. Write across the folio "charged to city ledger".
   b. Have guest sign the folio.
   c. Note on the folio who has the account in the city ledger.
   d. Write "paid in full" across the folio.

9. When a guest checks out and he charges his bill to the city ledger:

   a. you write "changed to city ledger" on the guest's charge change line.
   b. you write "transferred to city ledger" across the whole folio, plus you get the guest to sign it.
   d. you write "transferred to city ledger" on the guest's credit transfer line of the folio.

10. On a change:

    a. it is not necessary to have anyone sign the folio.
    b. you always have the person to whom you are changing sign the folio.
    c. you always have the person who requested the change sign it.
    d. only the desk clerk has to initial the folio.

LAP TEST ANSWER KEY: DESK CLERK PRACTICE SET

1. c
2. a
3. a
4. a
5. a
6. c
7. c
8. d
9. b
10. c

Student: ______________________ File Code: 25.02.03.00.A1-5

Date: ______________________ Date Published: 1/12/76

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Family Pay Number: __________ Sex: M F (Circle 1)

UNIT PERFORMANCE TEST: HANDLING OF GUEST CHARGES AND CREDITS

OBJECTIVES:

1. Check-out guests, using various types of credit methods.
2. Balance and check-out the House Bank.

TASK:

The student will be given data, equipment, and forms necessary to check in or out a number of guests. He will then balance the cash drawer.

ASSIGNMENT:

CONDITIONS:

The student will be asked to complete the transactions using the hand method, the same as any hotel/motel which does not use a posting machine. He will not use any references other than those given. He cannot ask questions to the instructor or other students.

RESOURCES:

Cash drawer (containing $200.00)
Credit card
Credit card imprinter
Credit card sales draft
Credit card credit draft
Guest account cards (type used for hand printing)
Simulated front office
Given guest situations
City ledger file
Paper clips or stapler
Cashier deposit envelope
Writing pen

ASSIGNMENT

A. Mr. I. M. Student checked in on 8/9/74 to room 108 and was assigned folio #1089. The room rate was $12.00 for 1 person. The following charges were incurred by Mr. Student: restaurant $2.25; local calls 15¢; laundry $3.75; and he bought a tie for $8.50. On 8/20/74, he checked out paying in full.

B. Mr. Nice Guy and family checked in 8/19/74 to room 210, rate $21.00 (3 persons), assigned folio #1092. The following charges were incurred: restaurant $11.75; local calls 45¢; long distance calls $3.65; laundry $2.50; and gift shop $43.75. On 8/20/74 he checked out and paid his bill by using a BankAmericard Number 717-123-456-789.

D. Mr. Brad Ferno, room 317, folio #1002, checked in on 8/19/74, rate $12.00 (1 person) and the following charges were incurred: restaurant $2.80. The next day, 8/20/74, he checked out and asked that the City Lodge account AVCO Corp. pay his bill. You okayed it.

F. Mr. Ash Tray, room 216, folio #1109, rate $12.00 (1 person) checked in 8/19/74 and had the following charges: restaurant $2.00. He asked that Ms. Lisa Ferno's bill (#1112) of $17.25 be charged to his bill.

G. Ms. Lisa Ferno, folio #1112, room 308, rate $12.00 (1 person) registered 8/19/74 and had the following charges: restaurant $3.60; long distance calls 40¢; laundry $1.25. When she checked out she was told that Mr. Ash Tray asked to pay her bill.

H. Mr. and Mrs. Picture Frame, folio #1207, room 111, rate $16.00 (2 persons), checked in 8/18/74 and had the following charges: restaurant $3.30, local calls 15¢; laundry $2.65. When they checked out they paid by BAC Number 717-321-654-897, 8/19/74. The next day, 8/20/74, after you had already sent the BAC sale draft in, he came in and disputed a laundry charge of $2.65. The manager okays the dispute.

Page 3

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Student: ____________________ File Code: 25.02.03.00.A1-5

Date: ____________________ Date Published: 11-12-74

Family Pay Number: ____________ Sex: M F (Circle 1)

PERFORMANCE CHECKLIST:

OVERALL PERFORMANCE: Satisfactory_____ Unsatisfactory_____

	CRITERION	
	Met	Not Met
Objective 1:		
1. Gives change correctly.		
2. Correctly completes credit section of guest account card.		
3. Correctly notates folio with cash check-out.		
4. Correctly operates credit card imprinter.		
5. Correctly completes credit card sales draft.		
6. Correctly notates guest account card.		
7. Correctly completes credit section of guest account card.		
8. Correctly distributes credit card copies.		
9. Correctly transfers guest account.		
10. Correctly notates on guest folio for transfer.		
11. Correctly handles change of guest charges.		
12. Correctly notates on both folios for the change.		

(Checklist continued)

	CRITERION	
	Met	Not Met
13. Correctly completes credit card refund draft.		
14. Correctly completes guest folio.		
Criterion: Conformance with Instructor's Criterion Key.		
Objective 2:		
15. Correctly balances out the house bank.		
Criterion: Conformance with Instructor's Criterion Key.		
16. Completes cash report.		
Criterion: Cash report is correct as per assigned		
transactions.		
Student must complete 16/16 items satisfactorily to		
obtain an overall score of satisfactory.		

INSTRUCTOR'S CRITERION KEY

Line Item 1:

A. The student should count it out loud.
B. At the end of the shift, if the house bank does not balance, you can assume that change was not correctly given.

Line Item 2:

A. See attachment A.
B. The $26.65 should be on the cash line, in the second column. (2nd day, 8/20/74 should have a zero balance.)

Line Item 3:

A. See attachment A.
B. There should be written across the face of the folio:
   1. words, "paid in full"
   2. date
   3. name of desk clerk

Line Item 4:

A. Places credit card face up on imprinter.
B. Places sales draft face up on top of credit card.
C. Slides imprinter handle completely across the sales draft and return it to the original position.

Line Item 5:

A. See attachment C.
B. Should include:
   1. date
   2. accommodations or "similar term" under products
   3. amount should be written in
   4. authorization code (has to call credit card center)

Line Item 6:

A. Should be notated on attachment B:
   1. words "paid by B.A.C."
   2. clerks name
   3. date
   4. credit card number

INSTRUCTOR'S CRITERION KEY (cont.)

Line Item 7:

A. See attachment B.
B. Should include:
   1. writing in "credit card" in credit section
   2. amount $83.10 on this line of the 2nd day column
   3. should have zero balance due

Line Item 8:

A. Gives first copy to the guest.
B. Staples or paper clips the rest of the sales draft to the account card.

Line Item 9:

A. Should be notated as on attachment D:
   1. $14.80 on transfer credit line
   2. should have a zero balance

Line Item 10:

A. Attachment D should include:
   1. words "charge to AVCO Corp."
   2. date
   3. clerk's name
   4. signature of guest who is charging

Line Item 11:

A. Should include as on attachment F:
   1. amount balance due $45.25
   2. amount $19.25 in second column (on line with note of change in debits section)

Line Item 12:

A. Should include as on attachment F:
   1. notation next to $19.25 words such as "from folio #1112 - Ms. Lisa Ferno)
B. Should include as on attachment G:
   1. balance due should be zero
   2. signature of guest who authorizes change (Ms. Lisa Ferno) or (Mr. Ash Tray)
   3. clerk's initials
   4. words such as "change or charge to Mr. Ash Tray folio #1109 (room 216)
   5. date

INSTRUCTOR'S CRITERION KEY (cont.)

Line Item 13:

A. Should include as on attachment I:
   1. date
   2. clerk's initials or name
   3. guest signature
   4. managers signature for approval
   5. reason for return
   6. description of charge
   7. amount of credit card sales draft (when guest first paid)

Line Item 14:

A. Should include as on attachment H:
   1. B.A.C. credit written in
   2. $2.65 on same line in charge section
   3. $2.65 on allowance line of credit section
   4. manager's OK
   5. zero balance

Line Item 15:

A. There should be as much small change or small bills left as possible. Instead of a five dollar bill there could be 5 - $1 bills.
B. There should be no fifties in the till.
C. There should be no more than 3 - $20.00 bills.

ROOM 108

No. 1089

NAME MR. I. M. STUDENT

ATTACHMENT "A"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 12.00 PER 1 CLERK Bart

DATES	8/19/74	8/20/74
Balance Forward	-0-	26 65
ROOMS	12 00	
RESTAURANT	2 25	
LOCAL CALLS	15	
LONG DISTANCE		
VALET		
LAUNDRY	3 75	
BEVERAGE		
GARAGE		
SALES TAX		
MISC. (DETAIL)		
(Tie)	8 50	
CASH DISBURSE.		
TRANSFERS		
Total Charges	26 65	26 65
CREDITS CASH		26 65
CREDITS Allowances		
CREDITS Transfers		
TOTAL CREDITS	—	26 65
BALANCE DUE	26 65	-0-

Paid in Full
Bart
8/20/74

ALL BILLS PAYABLE UPON PRESENTATION

ROOM 210

NAME MR. NICE Guy & Family

No. 1092

ATTACHMENT "B"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 21.00 PER 3 CLERK Bart

DATES	8/19/74	8/20/74
Balance Forward	—	83 10
ROOMS	21 00	
RESTAURANT	11 75	
LOCAL CALLS	45	
LONG DISTANCE	3 65	
VALET		
LAUNDRY	2 50	
BEVERAGE		
GARAGE		
SALES TAX		
MISC. (DETAIL)		
(GIFT Shop)	43 75	
CASH DISBURSE.		
TRANSFERS		
Total Charges	83 10	83 10
CREDITS CASH		
CREDITS Credit CARD		83 10
CREDITS Allowances		
CREDITS Transfers		
TOTAL CREDITS	—	
BALANCE DUE	83 10	—

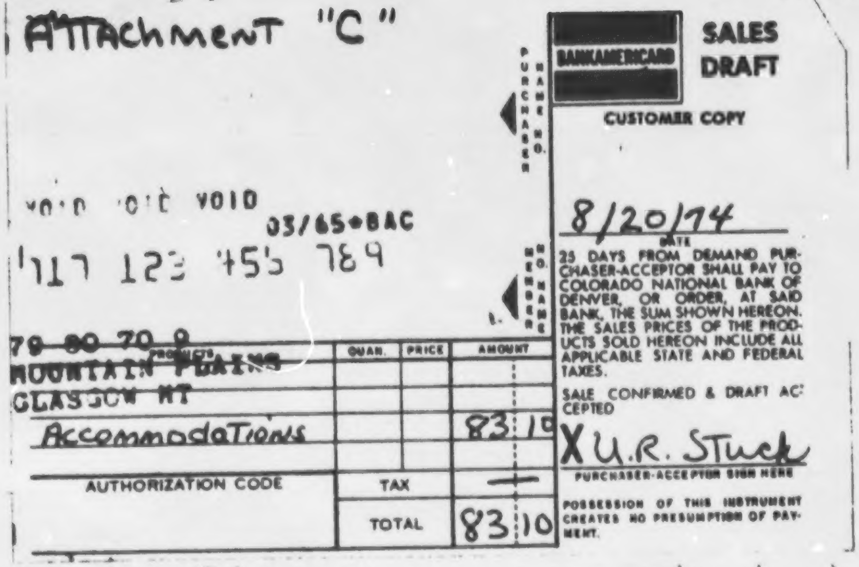
Paid by B.A.C.

Bart

8/20/74

#417-123-456-789

ALL BILLS PAYABLE UPON PRESENTATION



Attachment "C"

BANKAMERICARD

SALES DRAFT

CUSTOMER COPY

PURCHASER NAME NO.

VOID VOID VOID 03/65•BAC

117 123 456 789

MEMBER NAME NO.

79 80 70 9

PRODUCTS	QUAN.	PRICE	AMOUNT
MOUNTAIN PLAINS			
GLASGOW MT			
Accommodations			83 10
AUTHORIZATION CODE	TAX		—
	TOTAL		83 10

8/20/74

DATE

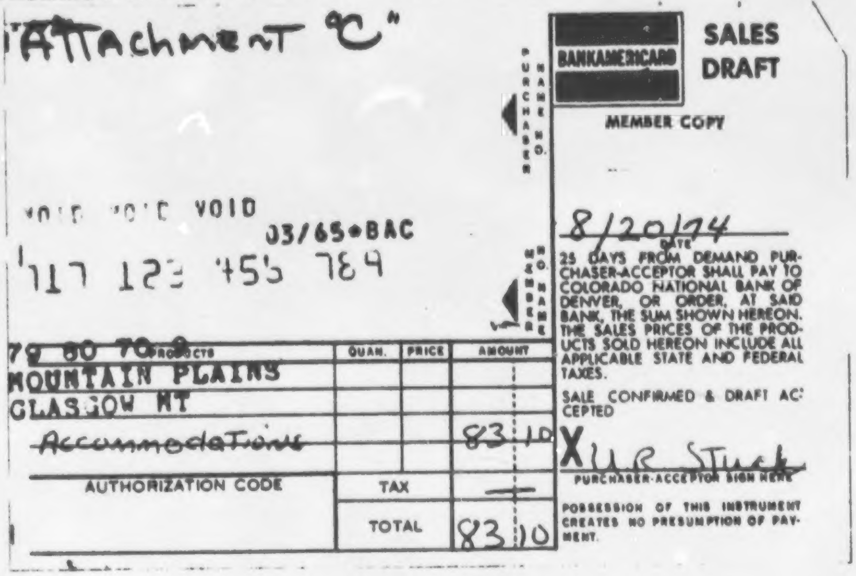
25 DAYS FROM DEMAND PURCHASER-ACCEPTOR SHALL PAY TO COLORADO NATIONAL BANK OF DENVER, OR ORDER, AT SAID BANK, THE SUM SHOWN HEREON. THE SALES PRICES OF THE PRODUCTS SOLD HEREON INCLUDE ALL APPLICABLE STATE AND FEDERAL TAXES.

SALE CONFIRMED & DRAFT ACCEPTED

X U.R. Stuck

PURCHASER-ACCEPTOR SIGN HERE

POSSESSION OF THIS INSTRUMENT CREATES NO PRESUMPTION OF PAYMENT.



Attachment "C"

BANKAMERICARD

SALES DRAFT

MEMBER COPY

PURCHASER NAME NO.

VOID VOID VOID 03/65•BAC

117 123 456 789

MEMBER NAME NO.

79 80 70 9

PRODUCTS	QUAN.	PRICE	AMOUNT
MOUNTAIN PLAINS			
GLASGOW MT			
Accommodations			83 10
AUTHORIZATION CODE	TAX		—
	TOTAL		83 10

8/20/74

DATE

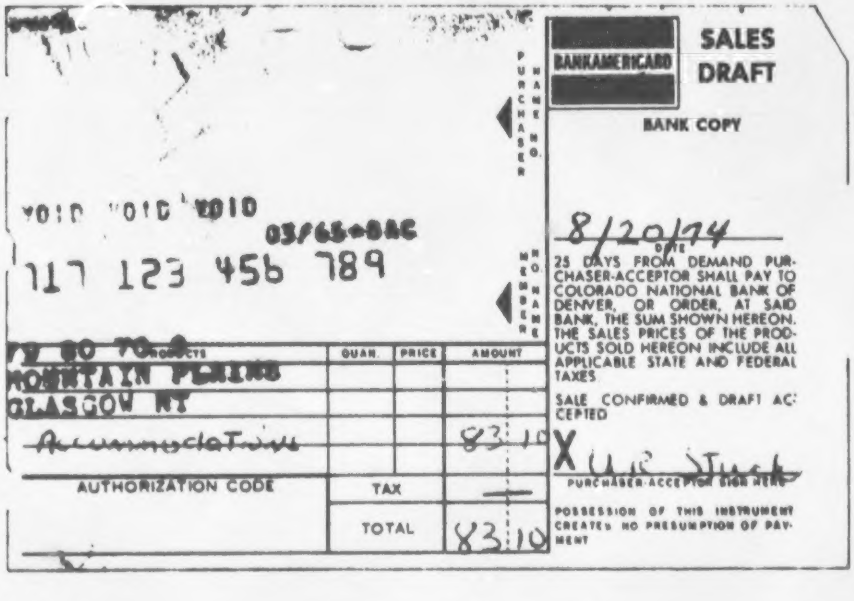
25 DAYS FROM DEMAND PURCHASER-ACCEPTOR SHALL PAY TO COLORADO NATIONAL BANK OF DENVER, OR ORDER, AT SAID BANK, THE SUM SHOWN HEREON. THE SALES PRICES OF THE PRODUCTS SOLD HEREON INCLUDE ALL APPLICABLE STATE AND FEDERAL TAXES.

SALE CONFIRMED & DRAFT ACCEPTED

X U.R. Stuck

PURCHASER-ACCEPTOR SIGN HERE

POSSESSION OF THIS INSTRUMENT CREATES NO PRESUMPTION OF PAYMENT.



BANKAMERICARD

SALES DRAFT

BANK COPY

PURCHASER NAME NO.

VOID VOID VOID 03/65•BAC

117 123 456 789

MEMBER NAME NO.

79 80 70 9

PRODUCTS	QUAN.	PRICE	AMOUNT
MOUNTAIN PLAINS			
GLASGOW MT			
Accommodations			83 10
AUTHORIZATION CODE	TAX		—
	TOTAL		83 10

8/20/74

DATE

25 DAYS FROM DEMAND PURCHASER-ACCEPTOR SHALL PAY TO COLORADO NATIONAL BANK OF DENVER, OR ORDER, AT SAID BANK, THE SUM SHOWN HEREON. THE SALES PRICES OF THE PRODUCTS SOLD HEREON INCLUDE ALL APPLICABLE STATE AND FEDERAL TAXES.

SALE CONFIRMED & DRAFT ACCEPTED

X U.R. Stuck

PURCHASER-ACCEPTOR SIGN HERE

POSSESSION OF THIS INSTRUMENT CREATES NO PRESUMPTION OF PAYMENT

ROOM 317

No. 1002

NAME Mr. Brad Ferno

ATTACHMENT "D"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 12.00 PER 1 CLERK Bait

DATES	8/19/74	8/20/74					
Balance Forward	—	14 80					
ROOMS	12 00						
RESTAURANT	2 80						
LOCAL CALLS							
LONG DISTANCE							
VALET							
LAUNDRY							
BEVERAGE							
GARAGE							
SALES TAX							
MISC. (DETAIL)							
CASH DISBURSE.							
TRANSFERS							
Total Charges	14 80	14 80	(				
CREDITS CASH							
Allowances							
Transfers		14 80	(Charge to Avco Corp.)				
TOTAL CREDITS	—	14 80					
BALANCE DUE	14 80	—					

Charge to Avco Corp.

Brad Ferno
8/20/74

ALL BILLS PAYABLE UPON PRESENTATION

ROOM 216

No. 1109

NAME Mr. Ash Tray

Attachment "F"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 12.00 PER 1 CLERK Bart

DATES	8/19/74		8/20/74	
Balance Forward	—		14	00
ROOMS	12	00	12	00
RESTAURANT	2	00		
LOCAL CALLS				
LONG DISTANCE				
VALET				
LAUNDRY				
BEVERAGE				
GARAGE				
SALES TAX				
MISC. (DETAIL)				
CASH DISBURSE.				
TRANSFERS				
Charge			19	25 (From Folio # 1112 - Ms. Lisa Ferraro)
Total Charges	14	00	45	25
CREDITS CASH				
CREDITS Allowances				
CREDITS Transfers				
TOTAL CREDITS	—		—	
BALANCE DUE	14	00	45	25

ALL BILLS PAYABLE UPON PRESENTATION

ROOM 308

No. 1112

NAME Ms. Lisa Ferno

ATTAchment "G"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 12 00 PER 1 CLERK Bart

DATES	8/19/74	8/20/74
Balance Forward	—	19 25
ROOMS	12 00	
RESTAURANT	3 60	
LOCAL CALLS		
LONG DISTANCE	40	
VALET		
LAUNDRY	1 25	
BEVERAGE		
GARAGE		
SALES TAX		
MISC. (DETAIL)		
CASH DISBURSE.		
TRANSFERS		
Total Charges	19 25	19 25
CREDITS: CASH		
CREDITS: Change		19 25
CREDITS: Allowances		
CREDITS: Transfers		
TOTAL CREDITS	—	19 25
BALANCE DUE	19 25	—

Charge ~~to~~ Mr. Ash Tray Folio # 1109 (Room 216)

Bart 8/20/74

Mr Ash Tray

or

Ms Lisa Ferno

ALL BILLS PAYABLE UPON PRESENTATION

ROOM 111

No. 1207

NAME Mr. & Mrs. Picture Frame

Attachment "H"

HOTEL DUVAL

TALLAHASSEE, FLORIDA

CHANGED		
DATE	TO ROOM	NEW RATE

DATE OF ARRIVAL 8/19/74 RATE 16 00 PER 2 CLERK Bart

DATES	8/19/74	8/20/74	8/21/74
Balance Forward		22 10	
ROOMS	16 00		
RESTAURANT	3 30		
LOCAL CALLS	15		
LONG DISTANCE			
VALET			
LAUNDRY	2 65		
BEVERAGE			
GARAGE			
SALES TAX			
MISC. (DETAIL)			
CASH DISBURSE.			
TRANSFERS			
B.A.C. credit			2 65
Total Charges	22 10	22 10	2 65
CREDITS CASH			
CREDITS B.A.C.		22 10	
CREDITS Allowances			2 65 (disputed charge) OK Mgr
CREDITS Transfers			
TOTAL CREDITS		22 10	2 65
BALANCE DUE	22 10	—	—

Paid by B.A.C.
717-321-664-897
8/20/74 Bart

ALL BILLS PAYABLE UPON PRESENTATION

DO NOT FOLD, SPINDLE, STAPLE OR MUTILATE

CREDIT

Attachment "I"

VOID VOID VOID

03/65•BAC

117 123 456 789

79 80 70 9
MOUNTAIN PLAINS
GLASGOW MT

X U. R. Stuck
CUSTOMER - DRAWER SIGN HERE
CREDIT VOUCHER DRAFT APPROVED

DATE	DEPT.	ACCEPTOR'S CLERK NUMBER	ACCEPTOR'S CLERK INITIALS	ADJ. OF SALES DRAFT DATE	ADJ. OF SALES DRAFT AMOUNT
8/21/74	Rms		[illegible]	8/20	$22.10

QUAN.	CLASS	DESCRIPTION	UNIT COST	AMOUNT
		~~Disputed~~ Laundry		2.65
		Charge		

REASON FOR RETURN
Disputed Laundry
Charge

APPROVED BY
Manager

TAX

TOTAL 2.65

BANKAMERICARD

CREDIT VOUCHER DRAFT

CUSTOMER COPY

ON OR BEFORE FIVE DAYS FROM DATE MEMBER-ACCEPTOR SHALL PAY TO COLORADO NATIONAL BANK OF DENVER, OR ORDER, AT SAID BANK, THE SUM AS SHOWN ABOVE.

DO NOT FOLD, SPINDLE, STAPLE OR MUTILATE

CREDIT

VOID VOID VOID

03/65•BAC

117 123 456 789

79 80 70 9
MOUNTAIN PLAINS
GLASGOW MT

X U. [illegible]
CUSTOMER - DRAWER SIGN HERE
CREDIT VOUCHER DRAFT APPROVED

DATE	DEPT.	ACCEPTOR'S CLERK NUMBER	ACCEPTOR'S CLERK INITIALS	ADJ. OF SALES DRAFT DATE	ADJ. OF SALES DRAFT AMOUNT
8/21/74	[illegible]		[illegible]	[illegible]	$22.10

QUAN.	CLASS	DESCRIPTION	UNIT COST	AMOUNT
		[illegible]		2.65
		[illegible]		

REASON FOR RETURN
[illegible]

APPROVED BY
[illegible]

TAX

TOTAL 2.65

BANKAMERICARD

CREDIT VOUCHER DRAFT

BANK COPY

ON OR BEFORE FIVE DAYS FROM DATE MEMBER-ACCEPTOR SHALL PAY TO COLORADO NATIONAL BANK OF DENVER, OR ORDER, AT SAID BANK, THE SUM AS SHOWN ABOVE.

Participant: ______________________ File Code: 25.02.04.00.A2-2

Date: ______________________ Date Published: 4-15-74

Mountain-Plains Education &
Economic Development
Program, Inc.
Glasgow AFB, Montana 59231

UNIT PRETEST: HANDLING OF GUEST CHARGES AND CREDITS

25.02.04.01

1. One tactic as given in the book to prevent losses from people out to take the motel is:
   - a. to employ the assistance of credit collection firms.
   - b. usage of the telemax system.
   - c usage of a confidential report.
   - d. usage of a newsletter.

2. In what case should a confidential report be discussed with someone?
   - a. Never with anyone.
   - b. Only with a member concerned with credit.
   - c. When it concerns the person you're talking about.
   - d. When it is any other hotel employee.

3. To prevent fraudelent endorsement in case of theft or loss of checks, all checks accepted are immediately:
   - a. deposited by only the manager.
   - b. stamped "cashed" so no one misunderstands the meaning of the check.
   - c. stamped "for deposit only".
   - d. stamped with guest identification and information.

4. N.S.F. on a check means:
   - a. the guest doesn't have an account at the bank.
   - b. there is no money in the bank to pay for the check.
   - c. the check was in payment of a C.O.D. charge.
   - d. the check was drawn on a foreign bank account.

5. Which is not a rule adopted by hotels to reduce credit losses?
   - a. Each check written must be immediately recorded on a checklist.
   - b. All checks accepted must be immediately stamped "cashed".
   - c. No cash advance to a guest, unless credit is verified and identification of the guest is established.
   - d. No checks drawn on a foreign bank are accepted.

25.02.04.02

6. According to the book, which is not information found on a check stamp?

   a. cashier's initials
   b. room number
   c. registered or non registered guest
   d. credit card type

7. If a guest is paying by credit card, you should not:

   a. make sure the hotel honors that particular card.
   b. hold the card; do not give it back to the guest if it is on the cancellation list.
   c. write "paid by credit card" on the folio.
   d. write "charge" on the folio.

8. If the guest pays by credit card, you should:

   a. only accept cards of the main credit card companies.
   b. ask for at least three types of identification cards.
   c. let him pay the whole bill, no matter what the amount is.
   d. imprint the sales draft at check in and attach it to the folio.

9. The final step in the check-out procedure is to:

   a. count out the change for the guest who pays cash.
   b. invite the guest to return.
   c. record guest's address on the check.
   d. handle the guest's complaints.

10. The cashier's duty which takes priority over all other is:

    a. counting cash.
    b. posting charges on folios.
    c. serving the guest promptly.
    d. recording checks.

25.02.04.03

11. Using the machine cash report:

    a. the net cash figure is obtained by subtracting the total cash paid out figure from the total cash received figure.
    b. the opening balance will always be zero.
    c. to get the cash received, you subtract the paid outs from the paid ins.
    d. the machine totals are always accurate.

25.02.04.03 (continued)

12. An overage:

    a. is when the net cash figure on the cash report is less than the amount in excess of the beginning "house bank".
    b. is when the house bank is not what you started with.
    c. is when the net cash figure on the cash report is more than the amount in excess of the "house bank".
    d. is better for the hotel than a shortage.

13. A shortage:

    a. is when the amount in excess of the "housebank" is less than the figure on the cash report.
    b. is when the net cash figure on the cash report is less than the amount in excess of the beginning "house bank".
    c. is if the money in the till is less than what you started with.
    d. always has to be made up by the desk clerk who was on duty.

14. Upon returning, the first step in the relief bank procedure is to:

    a. determine the amount of cash.
    b. add the relief bank to your cash drawer.
    c. obtain a receipt.
    d. balance out your cash drawer.

15. In obtaining the relief bank, you:

    a. are only concerned with the people who paid.
    b. are concerned with paid out slips, checks, and other vouchers besides just the cash.
    c. balance out the bank, not the relief man.
    d. must check the time and note it on the cash report that you were gone.

25.02.04.04

16. The most numerous type of card is:

    a. revolving credit cards.
    b. combination plan.
    c. travel and entertainment.
    d. private label.

25.02.04.04 (continued)

17. The purpose of the shaded area on the American Express charge record is:

    a. to list allowances given to the guest.
    b. for putting late charges.
    c. for the guest's signature.
    d. to state the member's floor limit.

18. What should you do if the customer wants to discuss the floor limit (which he is over) of his BAC card?

    a. Let him call BAC and discuss it with them.
    b. Explain to him BAC's policy.
    c. Call the manager.
    d. Tell him you're sorry but there's nothing you can do, and leave it at that.

19. The floor limit on an American Express card is:

    a. $50.00
    b. $100.00
    c. $250.00
    d. $500.00

20. Which of the items listed below is NOT a characteristic of credit cards such as Carte Blanche or Diner's Club?

    a. credit investigation
    b. monthly interest charge
    c. membership fee
    d. predetermined discount from establishments

25.02.04.05

21. What are you supposed to do if a card you receive is not okay?

    a. Call the manager.
    b. Don't accept the card and return it to the guest.
    c. Hold the card and telephone the authorization center.
    d. Ask the guest why he is using a bad card.

22. When using the American Express credit card, the hotel:

    a. should treat it as cash payment.
    b. establish a separate account in the city ledger called "American Express".
    c. should give the 2nd copy to the bank.
    d. does not have to send in the charge records, only the summary of charge record forms.

25.02.04.05 (continued)

23. The first thing to check for on a BAC card is:

    a. customer's floor limit.
    b. expiration date.
    c. customer's signature.
    d. the customer's identification.

24. In preparing a credit voucher for a disputed charge:

    a. signature of the card holder is mandatory.
    b. you must indicate on the draft the nature of the transaction.
    c. your signature has to appear in the box marked "approved by".
    d. all of the above.

25. If John Jones paid for his stay yesterday by BAC and came back today and disputed a phone charge (management approved it), you would:

    a. refund Mr. Jones' money. (amount 1 phone call)
    b. prepare BAC credit draft.
    c. refund Mr. Jones' money. (less commission the hotel has to pay the BAC company)
    d. prepare new BAC charge slip. (even though old draft has already been deposited)

UNIT PRETEST ANSWER KEY: HANDLING OF GUEST CHARGES AND CREDITS

LAP 01

1. c
2. b
3. c
4. b
5. b

LAP 02

6. b
7. c
8. d
9. b
10. c

LAP 03

11. a
12. c
13. b
14. a
15. b

LAP 04

16. d
17. b
18. a
19. d
20. b

LAP 05

21. c
22. b
23. b
24. b
25. b

Participant: ______________________ **File Code:** 25.02.04.00 B 2-2

Date: ______________________ **Date Published:** 4-15-74

Mountain-Plains Education &
Economic Development
Program, Inc.
Glasgow AFB, Montana 59231

UNIT POST TEST: HANDLING OF GUEST CHARGES AND CREDITS

25.02.04.01

1. One tactic as given in the book to prevent losses from people out to take the motel is:

   a. to employ the assistance of credit collection firms.
   b. usage of the telemax system.
   c. usage of a confidential report.
   d. usage of a newsletter.

2. Which is not a standard hotel rule used to reduce losses?

   a. Only give credit to those people who have credit card numbers.
   b. All guest accounts that remain unpaid after a bill has been rendered are forwarded to the credit department.
   c. All guest accounts that show an unusual accumulation of charges are listed by the night auditor for investigation by the credit department.
   d. All hotel employees are asked to keep their eye open to what is going on in a hotel.

3. When are C.O.D. charges accepted for a guest?

   a. Never.
   b. Only for special guests.
   c. Only if guest gives you his credit card number and informs you he will accept it.
   d. Always if the guest gives you permission.

4. Which is not a rule adopted by hotels to reduce credit losses?

   a. Each check written must be immediately recorded on a checklist.
   b. All checks accepted must be immediately stamped "cashed".
   c. No cash advance to a guest, unless credit is verified and identification of the guest is established.
   d. No checks drawn on a foreign bank are accepted.

25.02.04.01 cont.

5. In most motels, the decision to accept or reject a check is usually the responsibility of:

   a. The managers.
   b. The owner.
   c. The desk clerks.
   d. The cashiers.

25.02.04.02

6. Most credit card companies specify that bills will be accepted when:

   a. the card is not presented prior to its expiration date shown on the card.
   b. the floor limit is exceeded with authorization.
   c. the hotel has been notified that the card has been cancelled.
   d. the card does not bear the signature of the person stamped on it front or the bill is not signed with the same signature.

7. The first concern when cashing a guest's check is:

   a. if the check is filled out properly.
   b. whether the guest has credit identification.
   c. if the check has any erasures on it.
   d. how much the check is written for.

8. If the figure and the written amount on a check don't agree, you should:

   a. cash the check according to the written amount.
   b. cash the check according to the figure amount.
   c. ask the guest to rewrite the check.
   d. call the manager and let him decide.

9. A two-party check is:

   a. a check in which the person cashing it has the check endorsed to him on the back of the check.
   b. a check in which the person cashing it is not the person who wrote it.
   c. a check made payable to a business firm.
   d. none of the above.

10. If a guest is paying by cash, you should, (according to the book):

   a. mark only the guest's copy "paid".
   b. count the guest's change out loud.
   c. mark only the hotel's copy "paid".
   d. post the payment on the folio by hand; the writing of "paid" on the folio is clear enough. (Never use the machine to post paids.)

25.02.04.03

11. "Paid outs" are defined as:

    a. paying out money for hotel expenses only.
    b. only paying out money for the guest.
    c. money for tips or any other reason to pay money out of the bank.
    d. a slip of paper authorizing money to be paid out.

12. A paid out voucher:

    a. is mandatory when making a paid out of any kind.
    b. is only used in paid outs for guests.
    c. should be signed by the cashier.
    d. is usually blue in color.

13. The amount of money in the house bank at the end of the shift:

    a. is always different from the amount which was in it at the beginning of the shift.
    b. is established by the Management.
    c. includes all credit cards.
    d. does not include checks which were "cashed".

14. Upon returning, the first step in the relief bank procedure is to:

    a. determine the amount of cash.
    b. add the relief bank to your cash drawer.
    c. obtain a receipt.
    d. balance out your cash drawer.

15. Upon returning, the way to determine the amount of cash is:

    a. count the credit card payments also.
    b. adding up what is left in the relief bank.
    c. adding up just the paid vouchers.
    d. using the posting machine and a cash report.

25.02.04.04

16. Bank Americard is an example of which type of card?

    a. Revolving Credit
    b. Private Label
    c. Travel and Entertainment
    d. Combination Plan

25.02.04.04 (continued)

17. Uni-card is:

    a. used primarily by businessmen.
    b. used mostly by foreign tourists.
    c. used primarily by housewifes.
    d. a travel and entertainment type of credit card.

18. The most numerous type of card is:

    a. Revolving Credit Cards.
    b. Combination plan.
    c. Travel and Entertainment.
    d. Private Label.

19. What should you do if the customer wants to discuss the floor limit on his VISA card if VISA will not authorize going over that amount?

    a. Let him call VISA and discuss it with them.
    b. Explain to him VISA's policy.
    c. Call the manager.
    d. Tell him you're sorry but there's nothing you can do, and leave it at that.

20. The floor limit on an American Express card is:

    a. $50.00
    b. $100.00
    c. $250.00
    d. $500.00

25.02.04.05

21. Which is not where one copy of a Bank Americard sales draft goes?

    a. customer
    b. hotel
    c. Bank Americard Center
    d. bank

22. The amount of commissions which a hotel pays a credit card company is determined by:

    a. the size of the hotel you have.
    b. whether you are a member of a chain or independent hotel.
    c. your total amount of sales.
    d. the amount of bad cards you accept.

25.02.04.05 (continued)

23. Which is not one of the four points given in the book to check for when presented an American Express card?

    a. Be satisfied that the card has not been altered.
    b. Compare the signature on the card to the one on the form.
    c. Check the floor limit.
    d. None of the above.

24. The first thing to check for on a BAC card is:

    a. customer's floor limit.
    b. expiration date.
    c. customer's signature.
    d. the customer's identification.

25. If a woman is using her husband's BAC card (John Smith):

    a. don't take it; she has to have her own.
    b. she can sign it "Mrs. John Smith".
    c. you should call the authorization center.
    d. she has to sign it in her name.

UNIT POST TEST ANSWER KEY: HANDLING OF GUEST CHARGES AND CREDITS

LAP 01

1. c
2. a
3. c
4. b
5. a

LAP 02

6. b
7. b
8. c
9. b
10. b

LAP 03

11. c
12. a
13. b
14. a
15. d

LAP 04

16. d
17. c
18. d
19. a
20. d

LAP 05

21. c
22. c
23. c
24. b
25. d

File Code: 25.02.04.00.A2-1

Date Published: 1/12/76

Mountain-Plains Education &
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Glasgow AFB, Montana 59231

Learning Experience Guide

UNIT LEG: EQUIPMENT USED BY THE DESK CLERK

RATIONALE:

The ability to operate the NCR 42 and Sweda 76, and knowledge of the NCR Class 5, NCR 52, and Sweda Data Register will enable a student to be more employable. Most workers have knowledge of only one of these types of machines.

PREREQUISITES:

Successful completion of a unit post test, "Handling of Guest Charges and Credits".

OBJECTIVE:

Using the machines, forms and correct procedures, demonstrate the performance of Front Desk Shifts.

RESOURCES:

Printed Material

NCR 42 Club System Machine and Forms
Sweda 76 Cash Register and Forms
Simulated Motel with Equipment and Forms
"NCR 42 Operators Manual", National Cash Register Co.
"Sweda 76 Operators Manual", Sweda International
"NCR Class 5 Operators Manual", National Cash Register Co.
"NCR 52 Operators Manual", National Cash Register Co.
"Sweda Data Register Operators Manual", Sweda International
Front Office Operation, Text and Workbook, ITT Educational Services

GENERAL INSTRUCTIONS:

You will perform shifts at the simulated Front Office using both the NCR 42 and Sweda 76. You should observe at least two (2) shifts before doing one on your own.

Principal Author(s): D. Fuhrman

PERFORMANCE ACTIVITIES:

.01 Front Desk Equipment
.02 NCR 42
.03 Recording a Voucher Charge or Credit on the NCR 42
.04 Unusual Transactions on the NCR 42

EVALUATION PROCEDURE:

Multiple-choice tests must be 90% accurate.
Performance tests must be completed with 100% accuracy.

FOLLOW-THROUGH:

Begin the first assigned Learning Activity Package.

Participant: ____________________ File Code: 25.02.04.00.A2-2

Date: ____________________ Date Published: 9/23/74

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UNIT PRETEST: EQUIPMENT USED BY DESK CLERK

25.02.04.01

1. Which is not a feature by Universal Communications Systems or RCA?

   a. direct dialing for long distance
   b. permits untrained attendant to operate it easily
   c. room number-station number coordination
   d. cordless attendant console

2. A special wake-up system is:

   a. Statusfone.
   b. Bell Captain.
   c. Universal Communications.
   d. United.

3. "Com":

   a. means that a complimentary room is given.
   b. means for computer to contact the terminal in the holidex reservation system.
   c. is a type of color code.
   d. automatically gives you log on a reservation.

4. What eliminated the Elliot Fisher Operators?

   a. telemax
   b. AMEX
   c. posting machines
   d. guest folios with sensitized paper

5. "Blocking" rooms means to:

   a. free these rooms for sales.
   b. hold these rooms for impending arrivals.
   c. hold these rooms in reserves for sales.
   d. alert housekeeping that these rooms are ready to be cleaned.

25.02.04.02

6. The corrections plus key on the NCR 42:

   a. is used to correct charge posting errors.
   b. prints in the credit column of the guest folios.
   c. prints in the charge column of the guest folios.
   d. releases keys which were accidentally pushed.

7. The left printing table on the NCR 42 is:

   a. used for cashier reports and night auditor reports.
   b. used only for vouchers.
   c. used only for guest folios.
   d. on the upper left of the machine.

8. The Journal Exhaust on the NCR 42:

   a. provides chronological record of all transactions.
   b. permits the cashier to view the last six entries.
   c. is located on the upper right hand of the machine.
   d. indicates the supply of audit tape is getting low.

9. Which key on the NCR 42 has to be depressed to operate the inactive account key?

   a. cashier ID key
   b. balance pickup key
   c. room number key
   d. trial balance key

10. The room key on the NCR 42:

    a. is used to post all charges to the guest's account if he is registered.
    b. should never be used by the desk clerk.
    c. cannot be used by the desk clerk.
    d. cannot be used without the room number keys depressed.

25.02.04.03

11. Mr. Grey checks out and pays his bill of $101.96. The next day he returns to dispute a $5.00 restaurant charge (which management approves). To correct the mistake you:

    a. use the correction minus and correction plus keys.
    b. give him all his money back and have him pay you the lesser amount.
    c. use the correction minus and paid out keys.
    d. use the miscellaneous credit and paid out keys.

25.02.04.03 **Continued**

12. Mr. Brown, who has a balance of $55.00, wishes to make a partial payment of $25.00. You:

    a. use the correction minus key to subtract the $25.00.
    b. use the miscellaneous credit key (with the coded index key - paid in full).
    c. use the paid key to record the $25.00.
    d use the paid out key to record the decrease in her bill.

13. You receive a $6.00 restaurant charge voucher for Mr. Bill Wate of Room 303. You get his folio from the guest folio rack (it has a debit balance of $4.00) and:

    a. press room number, press amount $4.00, press debit balance pick up key.
    b. post the $6.00 to restaurant.
    c. hit the sub-balance key to complete the transaction.
    d. press Room number 303, amount key of $6.00, press debit balance pick up key.

14. If a guest wants to pay in advance, you:

    a. ask him to pick his folio up the next morning (from the night auditor) and then he can pay.
    b. ask him to pay everything but the room charge.
    c. give him a written receipt for total bill (include room amount) and ask him to pick the folio up from the night auditor.
    d. post his room charge, post his payment, and write paid in full across his folio and give him a copy.

15. Mrs. June Bookly, who has just eaten at the restaurant, informs you that she would like to give waitress #11 a tip of $1.50. You:

    a. record the transaction with the paid out key.
    b. record the transaction with the restaurant key.
    c. pay the waitress $1.50 and record the amount with the miscellaneous debit key.
    d. pay the waitress $1.50 and use the correction plus key.

25.02.04.04

16. City ledgers, kept in the back office:

    a. if posted by the desk clerk should be accompanied by a notation, on the city ledger card, of the guest's name.
    b. are transferred using the code index 60[illegible]0 or 6600.
    c. are only used by the larger hotels.
    d. are always posted differently from a regular guest account.

25.02.04.04 Continued

17. A "skipper" account (on the NCR 42):

    a. is not handled on a city ledger account.
    b. is handled by using the correction minus and plus keys.
    c. does not have to be supported by a voucher, according to the book.
    d. is handled exactly as any other city ledger account.

18. If a new city ledger card is used (on the NCR 42):

    a. the city ledger cards are filed according to folio number.
    b. the guest folio is reduced to a zero balance, and the same amount is posted to the city account.
    c. a voucher does not have to be used in this instance.
    d. when posting you place the guest folio in the left printing table and the city account card in the night printing table at the same time.

19. When transferring guest accounts to the city ledger:

    a. the person who has the city account has to sign the folio.
    b. the folio should be clearly marked "transferred to the city ledger".
    c. you use the alpha symbol G key.
    d. it is not necessary to use the NCR 42.

20. The night auditor:

    a. is the only person who should post "hold" transactions.
    b. to reconcile the city ledger control, adds the charge and minuses the credits to the daily accounts transferred.
    c. uses the correction minus and plus keys to prepare a listing of the city ledger accounts.
    d. is the only person who should post changes.

UNIT PRETEST ANSWER KEY: EQUIPMENT USED BY DESK CLERK

LAP .01

1. A
2. A
3. B
4. D
5. B

LAP .02

6. C
7. A
8. D
9. D
10. B

LAP .03

11. D
12. C
13. A
14. C
15. A

LAP .04

16. A
17. D
18. B
19. B
20. C

File Code: 25.02.04.01.A2-0

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Mountain-Plains Education &
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Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Front Desk Equipment

OBJECTIVE:

Identify the names, terms and purposes of equipment used by staff at the front desk.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, page 39-57.
Workbook, Front Office Operation, page 29-35.
Hotel Front Office Management and Operation, pages 18-23; 31-36.
Manual, Front Office Procedure, pages 73-79.

PROCEDURE:

Steps

1. Read text, Front Office Operation, pages 39-56, then review "Questions for Discussion", page 57.
2. Read Text, Hotel Front Office Management and Operation; pages 18-23. (start on 1st paragraph on page 18 to section on "overbooking" page 23) Next read pages 31-36.
3. Read pages 73-79 of manual, Front Office Procedures. Check in the lobby for examples of equipment read about in texts.
4. When finished, read page 29 in workbook, "Front Office Operation". Next, do questions on page 30-35 on a separate sheet of paper. You can use the answer key to check your answers.
5. When you feel you know the material, take the LAP test and score it.
6. If successful, go to the next LAP. If unsuccessful, review the LAP material.

Principal Author(s): D. Fuhrman

Information Sheet

The type of room rack which we have in our lobby is the Type H Double signal. Some of the equipment like the Time Stamping Machine and Remind-O-Timer is something which you will be able to familiarize yourself with in a few minutes so we don't have it in our lobby. The Switchboard is just too expensive but you will use this while you are on Work Experience.

Participant: ____________________ File Code: 25.02.04.01.A2-2

Date: ____________________ Date Published: 5-6-74

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LAP TEST: FRONT DESK EQUIPMENT

1. A "PBX" board:

   a. is always rented.
   b. is a form of telephone switchboard.
   c. is only rented from the telephone company.
   d. can not be used with dial telephones.

2. The equipment which displays "reservations monitor boards" is:

   a. In-Control electronics system.
   b. hotelex.
   c. Amex.
   d. Bell Captain system.

3. Time and date stamping machines are:

   a. used to stamp time and and date on the information slip.
   b. only used for mail and messages.
   c. not necessary for hotel purposes.
   d. used for registrations and departures.

4. Remind-O-Timer:

   a. automatically wakes up the guest.
   b. is used to see that guests get their mail right away.
   c. automatically gives the guest any phone messages he might have.
   d. alerts the clerk to check to see who left wake-up calls.

5. Posting machines:

   a. print charges and credits on guest folios.
   b. are used to complete the information section of the guest folio.
   c. are used for incoming and outgoing mail.
   d. are used to fill out the registration card.

6. The Hotelex:

   a. Is usually used with hotel/motel chains.
   b. is used as a reservations system.
   c. works on leased telephone lines.
   d. offers instant inventory of room capability.

7. A Bell Captain key:

   a. automatically locks the guest's door and causes him to contact the manager.
   b. opens a food and beverage cabinet which usually is placed in the lobby.
   c. causes a food or beverage charge to automatically transfer to the cashier department.
   d. operates a room status system.

8. A special wake-up system is:

   a. Statusfone.
   b. Bell Captain.
   c. Universal Communications System.
   d. United.

9. "COM":

   a. means that a complimentary room is given.
   b. means for computer to contact the terminal in the holidex reservation system.
   c. is a type of color code.
   d. automatically gives you log on a reservation.

10. "Flagging" the room rack means alerting the front desk that:

   a. the room is being repaired.
   b. the room is reserved for sale.
   c. the housekeeper has cleaned the room.
   d. there is a certain type of reservation.

LAP TEST ANSWER KEY: FRONT DESK EQUIPMENT

1. b
2. a
3. d
4. d
5. a
6. c
7. c
8. a
9. b
10. b

File Code: 25.02.04.02.A2-0

Date Published: 1/12/76

Mountain-Plains Education &
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Glasgow AFB, Montana 59231

Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: NCR 42

OBJECTIVE:

Identify the operative parts and functions of the NCR 42 that are used by the desk clerk.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Front Office Operation, pages 107-114. (up to "Operating the NCR 42")
NCR 42, manual, 1-6.
Manual, Front Office Procedures, page 58.
Workbook, Front Office Operation, pages 59-63.
NCR 42 Accounting Machine.

PROCEDURE:

Steps

1. Read pages 107-114 of text, Front Office Operation, up to section "Operating the NCR 42". Read NCR 42 manual, pages 1-6.
2. Now, with the manual (NCR 42) go to lobby and identify each part on the machine. (Make sure no one is running a shift.)
3. Read paragraphs 1, 2 and 3 of page 59. Next, do questions on separate sheet of paper. (Part I - 1, 2, 3, 4); (Part II - 1, 2, 7); (Part III - 1, 2); (Part IV - 1); (you can use the texts on the test).
4. You can get the answer sheet from the instructor to check your answers.
5. Read the attached information sheet.
6. When you feel you know the material, take the LAP test and score it.
7. If successful, ask instructor for LAP 25.02.04.03 on "Guest Transactions on the NCR 42." If unsuccessful, review the LAP material.

Principal Author(s): D. Fuhrman

Key Points

There are five parts which might cause the machine to be inoperative:

1. subtotal or total key depressed
2. folio inserted too far
3. power off
4. cashier key not depressed
5. machine locked or in data journal slot

The trial balance key has to be depressed in order for the Inactive Account key to work. Inactive Account key holds debit balance of both tray and city ledger. You insert the city ledger. The tray is put when night auditor takes a trial balance.

Remember, even though there are lots of advantages to the posting machine, each property should check to see if the advantages outweigh the operating cost (i.e. folios, voucher, initial cost of machine).

The subtotal key is sometimes called the "Read" or "X" key and total key called "Clear", "Reset" or "Z" key.

The correction or correction + keys, when used, will not subtract or add the amount to departmental totals (such as restaurant and laundry). The night auditor will use the correction vouchers and subtract or add the amount. No totals will accumulate in the correction or correction + keys either.

Participant: ____________________ File Code: 25.02.04.02.A2-2

Date: ____________________ Date Published: 5-6-74

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LAP TEST: NCR 42

1. The trial balance key on the NCR 42 (10 total):

   a. adds and subtracts guest balances.
   b. accumulates all balances of guest folios.
   c. can only be depressed by moving the lever beside it.
   d. is used to post charges to the guest folio.

2. If the debit balance pick up key on the NCR 42 will not depress, this means:

   a. the machine must be balanced before the debit balance will depress again.
   b. the folio is in too far.
   c. the balance is a credit.
   d. that the credit balance pick up key has already been depressed.

3. The inactive account key on the NCR 42:

   a. stores credit and debit balance totals.
   b. holds only the city ledger balances.
   c. can be used only by the night auditor.
   d. holds all debit balances of both tray and city ledger accounts.

4. The correction plus key on the NCR 42:

   a. is used to correct charge posting errors.
   b. prints in the credit column of the guest folio.
   c. prints in the charge column of the guest folio.
   d. releases keys which were accidentallly pushed.

5. The left printing table on the NCR 42 is:

   a. used for cashier reports and night auditor report.
   b. used only for vouchers.
   c. used only for guest folios.
   d. on the upper left of the machine.

6. The journal exhaust on the NCR 42:

   a. provides chronological record of all transactions
   b. permits the cashier to view that last six entries.
   c. is located on the upper right hand of the machine.
   d. indicates the supply of audit tape is getting low.

7. Which will not cause the machine to be inoperative, when you press the credit balance key? (on the NCR 42)

   a. the cashier key is not depressed
   b. the folio is in too far
   c. none of the above
   d. the balance on the folio is a debit balance

8. Which key on the NCR 42 has to be depressed to operate the inactive account key?

   a. cashier ID key
   b. balance pick up key
   c. room number key
   d. trial balance key

9. The room key on the NCR 42:

   a. is used to post all charges to the guest's account if he is registered.
   b. should never be used by the desk clerk.
   c. cannot be used by the desk clerk.
   d. cannot be used without the room number keys depressed.

10. Which is not one of the positions of the NCR 42 machine control lock?

   a. operate
   b. lock
   c. reset
   d. date-journal

LAP TEST ANSWER KEY: NCR 42

1. c
2. a
3. d
4. c
5. a
6. d
7. c
8. d
9. b
10. c

File Code: 25.02.04.03.A2-0

Date Published: 1/12/76

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Learning Activity Package

Student:

Date:

PERFORMANCE ACTIVITY: Recording a Voucher Charge or Credit on the NCR 42

OBJECTIVE:

Identify the procedure for reporting a voucher charge or credit using the NCR 42. Post a set of given transactions using the NCR 42.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Attached information sheet.
Front Office Procedures, manual, pages 58-60.
NCR 42 Accounting Machine, (simulated lobby).
Front Office Operation, pages 114-117.
NCR 42 manual, pages 7-8; 17.
NCR 42 forms (Guest folios, vouchers, cash report).

PROCEDURE:

Steps

1. Schedule, with instructor, a time to complete desk clerk shift on the 42.
2. Read pages 114-115 of text, Front Office Operation. Read up to section "Forwarding Balance on the NCR 42". Continue from section "Balancing Cash at the End of the Shift", to page 117 and to section titled "The Night Audit". View figure 9.4 on page 116.
3. Read pages 7-8 of NCR 42 manual, to section on Error Correction. Also read page 17 and study cost reports. (You can get one from the instructor.)
4. Read Front Office Procedures manual and study pages 58-60 very carefully.
5. When you feel you know the material, ask instructor to set time to complete shift on 42. (You must com[illegible] two shifts with no errors.) During your shift, all forms must be correctly completed - also, have bank used properly.

Principal Author(s): D. Fuhrman

6. Read the attached information sheet.
7. When you feel you know the material, get the LAP test from the file cabinet and take the test at the tables in the front of the room. You will score the test yourself using the test answer key. (Ask instructor.)
8. If successful, ask for LAP 25.03.04.04. on Unusual Transactions on the 42. If unsuccessful, review the LAP material.

Key Points

The desk clerk will never use the inactive account key or post room and (local) phone charges. This is done by the night auditor as he does this late at night and all people will have been in their rooms or have made calls by this time. (He takes a grand count of calls of each room off the switchboard.) Also, it is easier to prepare trial balance of days transactions.

Set up the folio to print on the line below the red line which is on the left print table. During your shift, check how everything prints on folio compared to the audit tape.

If a guest wants to pay for his stay, either by credit card, cash, or charge, the payment will have to be treated as an advance payment by the guest. You will credit his folio with amount paid and then:

1. Give cash receipt to the guest instead of guest folio account card.
2. Ask guest to stop by the desk anytime and pick up his folio account card from the night auditor.
3. You might have to explain to the guest that you cannot give him the account folio as the night auditor posts room and phone charge for control purpose (policy of motel).

Example:

See attachment.

Recording An Allowance

Jim Brown of room 233 checks out and pays, in full, $25.00 for his stay. The next day Jim returns and disputes a restaurant charge of $1.85. (He had paid cash at the restaurant and the restaurant cashier had accidentally sent a voucher to the front desk.)

To record the transaction you.

1. Get approval for the allowance from the manager.
2. Prepare allowance voucher (signed by manager).
3. With folio inserted, depress allowance print key symbol, the $1.85 amount and the miscellaneous credit department key to record the allowance on the folio.
4. Next, to record the paying back of $1.85, you press $1.85 amount and the paid out key. Balance out machine.
5. Pay the money out of the till; get guest to sign the paid out voucher.
6. Put the folio in the check-out section. *See attached folio.

If the person received the allowance without checking out and paying, all you have to do is record the miscellaneous credit on his folio.

The book is incorrect (page 117 of text, middle of page) in that if A shift forgot to unlock his key, B shift will print instead of A. The same holds true for C shift. But if C shift forgets to unlock his key, then a "C" will print on A's shift. Also, if B leaves his key locked, the next morning A shift will print a "B".

Also remember:

Balance Keys - Machine will not move the folio ahead one line before it prints. It prints straight across from the last charge or credit which was printed.

Pick-up Keys - Prints next to old balance, will not move folio ahead a space.

Charge or Credit Keys - Moves folio ahead one space before it prints.

061

John Jones NAME			1111 ROOM NO.
3-13-74 ARRIVAL DATE	1 nite LENGTH OF STAY	1 NO. IN PARTY	14.00 RATE

109 18th ST. NO
STREET ADDRESS

SACO, MT
CITY STATE

PHONE CALLS	M	T	W	T	F	S	S

DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL
MAR 12A	PHONE 1111	* 4.0			
MAR 12A	RESTR 1111	* 5.0			
MAR 12A	LDIST 1111	* 7.0			
MAR 12A	LNDRY 1111	* 3.0			
MAR 12A	ROOM 1111	* 14.0		* 33.00	* 33.00
MAR 12A	PAID 1111		* 33.00	* .00	

The guest paid in full, but came in the next day and disputed a laundry charge. After getting the managers approval, you:

DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL
MAR 12A	MISC.CR		* 3.00		
MAR 12A	P.OUT	* 3.0		* .00	

The misc. credit records the allowance given the guest and the Paid Out records the refund of 3.00 to the guest.

LAST BALANCE IS AMOUNT DUE

25.02.04.03.A2-0

John Jones NAME			108 ROOM NO.
2-3-74 ARRIVAL DATE	2 Nites LENGTH OF STAY	1 NO. IN PARTY	14.00 RATE

060

309 So. 8th
STREET ADDRESS

Peerless, MT.
CITY STATE

PHONE CALLS	M	T	W	T	F	S	S

DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL
MAR 12A	RESTR	* 30.00			
MAR 12A	LDIST	* 5.00			
MAR 12A	LNDRY	* 4.50		* 39.50	* 39.50
MAR 12A	PAID		* 53.50	* 14.00S	

The guest has a 14.00 credit balance. When the Night Auditor posts the room charges, it will bring it to a zero balance. (see balance)

DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL
					* 14.00S
MAR 12A	ROOM 108	* 14.00		* .00S	
MAR 12A	RESTR	* 4.00			
MAR 12A	LNDRY	* 3.00		* 7.00	

THE SAME would hold true for a credit card payment. Bill him for everything including room rate.

DATE	SYMBOLS	CHARGES	CREDITS	BALANCE	PREVIOUS BAL
					* 7.00 * 14.00S
MAR 12A	MISC CR BAC payment		* 21.00	* 14.00S	
MAR 12A	ROOM	* 14.00		* .00S	
					* [redacted]

paid by BAC # 10985

LAST BALANCE IS AMOUNT DUE

Participant: ______________________ File Code: 25.02.04.03.A2-2

Date: ______________________ Date Published: 5-6-74

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Glasgow AFB, Montana 59231

LAP TEST: RECORDING A VOUCHER CHARGE OR CREDIT ON THE NCR 42

1. The cashier's report which you use on the NCR 42:

   a. is called a "D" report.
   b. will have a zero opening balance for every shift.
   c. will list A's clsoing balance as B's opening balance.
   d. uses the sub-balance key to read the totals.

2. If B shift forgets to unlock his cashier key on the NCR 42:

   a. then a B will print on C's shift.
   b. the machine will not operate.
   c. it will not show up on A's shift.
   d. it will not show up on C's shift.

3. A charge and credit prints:

   a. in the third and fourth column of the guest folio.
   b. credits in the second and charges in the third column.
   c. below the red line on the left printing table.
   d. above the red line on the printing table.

4. The balance pick up:

   a. prints below the red line on the printing table.
   b. prints on the next line to the last transaction.
   c. prints Dr. behind it if it is a debit.
   d. prints on the same line as the last transaction.

5. The departmental charge keys cause what to happen in the balance computing mechanism in individual totals on the NCR 42?

   a. addition and subtraction
   b. subtraction
   c. multiplication
   d. addition

6. You as a desk clerk, receive a $5.00 laundry charge voucher. You pull the correct folio and:

   a. prepare a cash report.
   b. pick up the previous balance, if any.
   c. you have to depress balance pick up key even if there is no balance.
   d. post the $5.00 with the miscellaneous debit key.

7. What does the desk clerk use the inactive account key for?

   a. never uses it
   b. to get a total of the city ledger
   c. to post charges to accounts which are not being used
   d. when a guest charges his bill

8. When does the desk clerk post room charges?

   a. never
   b. upon the guest's arrival
   c. when the guest checks out
   d. whenever he has time

9. Mr. Brown, who has a balance of $55.00, wishes to make a partial payment of $25.00. You:

   a. use the correction minus key to subtract the $25.00.
   b. use the miscellaneous credit key (with the coded index key - paid in full).
   c. use the paid key to record the $25.00.
   d. use the paid out key to record the decrease in her bill.

10. If a guest wants to pay in advance, you:

    a. ask him to pick his folio up the next morning (from the night auditor) and then he can pay.
    b. ask him to pay everything but the room charge.
    c. give him a written receipt for total bill (include room amount) and ask him to pick the folio up from the night auditor.
    d. post his room charge, post his payment, and write paid in full across his folio and give him a copy.

LAP TEST ANSWER KEY: RECORDING A VOUCHER CHARGE OR CREDIT ON THE NCR 42

1. c
2. d
3. c
4. d
5. d
6. b
7. a
8. a
9. c
10. c

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Learning Activity Package

Student: ____________________

Date: ____________________

PERFORMANCE ACTIVITY: Unusual Transactions on the NCR 42

OBJECTIVE:

Recognize the desired procedures that a desk clerk would use with the following types of transactions:

1. Forwarding balance on the account card.
2. Hold transactions.
3. Paid outs.
4. City ledger accounts.

Post each type of transaction using the NCR 42.

EVALUATION PROCEDURE:

Complete, score and return to an instructor the ten-item multiple-choice test about this LAP. Successful completion is nine out of ten items.

RESOURCES:

Attached information sheet.
NCR 42 Manual, pages 13-16.
NCR 42 Accounting Machine (in lobby).
NCR 42 Forms (in registration desk).

PROCEDURE:

Steps

1. Read pages 13-16 of NCR 42 Operators manual.
2. Schedule time (with instructor) so you can practice the types of transactions on the machine.
3. When time is free, read pages 13-14 on forwarding a balance, and using folio (insert balance before you start) transfer using both methods.
4. Next, read page 15 on "Hold" and using the machine and folio practice.

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5. Continue procedure until you have completed practice for "Skipper" accounts.
6. Read attached information sheet.
7. Take the LAP test and score it.
8. If unsuccessful, review the LAP material. If successful, go to the next LAP.

Key Points

The method for handling the transactions is set by management. The more strict the management is, naturally the better control it has (for example: Transferring city ledger accounts to night auditor back office would prevent some desk clerk from stealing a folio). But using this method, the clerk has to hand prepare a receipt if someone pays by city ledger and the night auditor runs it through the machine.

Paid out contained in this information is different than paid out to guest. Whenever dealing with city ledger, make sure guest signs his account card.

Somtimes the folio is so full that you cannot even pick-up the old balance so the only method you could use would be the one on page 14.

In some cases, the method for transferring to city ledger (holds, skippers, charges) is not through the machine but is just physically hand carried to the city ledger files. Nothing is done on the machine. Of course, this way provides less control as anyone could steal the folios and no one would know.

When forwarding a balance, by using the miscellaneous debit and credit keys, you have to separate the statement ledger form. When you record the transaction, you record them on the back of the ledger (the hand copy). The reason for separating is so the hotel will always have a record of what happened (the transfer). The ledger will be placed in the check-out section, and the statement will be attached to the new guest folio.

Information Sheet cont.

Some motels, each day, head up an account card entitled city ledger which is placed in front of the tray ledger. During the day as city ledgers occur (guest charges his bill), the desk clerk credits the folio and debits the city ledger account card. When the night auditor comes on duty, everything is done for him. (Guest names would be written below each entry). If management still wants more control, the night auditor could transfer these again, his own way.

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LAP TEST: UNUSUAL TRANSACTIONS ON THE NCR 42

1. You just picked up a balance (on the NCR 42), and are going to post a laundry charge of $3.00. When you depress the laundry key, nothing happens. To correct the situation, you:

   a. press the balance key.
   b. press the release key.
   c. press the laundry key again.
   d. press the space and eject key.

2. In forwarding a balance when a ledger card is filled, the last step is to: (on the NCR 42)

   a. fill in from-to-section on both folios.
   b. depress the sub-balance key.
   c. post the charge.
   d. depress the space and eject key.

3. What number is used to indicate a folio balance transfer when the card is full? (on the NCR 42)

   a. 6000
   b. 9000
   c. 9999
   d. it depends on management's policy

4. When forwarding a balance, (using miscellaneous debit and credit keys), the first step is to: (on the NCR 42)

   a. depress the miscellaneous credit key.
   b. depress the miscellaneous debit key.
   c. separate the statement-ledger form.
   d. depress the debit or credit, depending on the balance.

5. City ledgers, kept in the back office:

   a. if posted by the desk clerk should be accompanied by a notation, on the city ledger card, of the guest's name.
   b. are transferred using the code index 6000 or 6600.
   c. are only used by larger hotels.
   d. are always posted differently from a regular guest account.

6. A "skipper" account (on the NCR 42):

   a. is not handled on a city ledger account.
   b. is handled by using the correction minus and plus keys.
   c. does not have to be supported by a voucher, according to the book.
   d. is handled exactly as any other city ledger account.

7. If a new city ledger card is used (on the 42):

   a. the city ledger cards are filed according to folio number.
   b. the guest folio is reduced to a zero balance, and the same amount is posted to the city account.
   c. a voucher does not have to be used in this instance.
   d. when posting you place the guest folio in the left printing table and the city account card in the right printing table at the same time.

8. When transferring guest accounts to the city ledger:

   a. the person who has the city account has to sign the folio.
   b. the folio should be clearly marked "transferred to the city ledger."
   c. you use the alpha G key.
   d. it is not necessary to use the NCR.

9. In posting a charge to the city ledger:

   a. only the night auditor should post the charge if the city ledger is in the back office.
   b. the night auditor always posts the charge.
   c. you use the miscellaneous debit key.
   d. the desk clerk always posts the charge.

10. The night auditor:

    a. is the only persor who should post "hold" transactions.
    b. to reconcile the city ledger control, adds the charges and minuses the credits to the daily accounts transferred.
    c. uses the correction minus and plus keys to prepare a listing of the city ledger acounts.
    d. is the only person who should post changes.

LAP TEST ANSWER KEY: UNUSUAL TRANSACTIONS ON THE NCR 42

1. d
2. a
3. d
4. c
5. a
6. d
7. b
8. b
9. a
10. c

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UNIT POST TEST: EQUIPMENT USED BY DESK CLERK

25.02.04.01

1. Which is not a purpose of equipment in a hotel?

   a. to provide maid work
   b. to sell rooms
   c. to serve guests
   d. to control inventory

2. Which is not a feature provided by Universal Communications Systems or RCA?

   a. direct dialing for long distance
   b. permits untrained attendant to operate it easily
   c. room number-station number coordination
   d. cordless attendant console

3. What eliminated the Elliot Fisher Operators?

   a. telemax
   b. AMEX
   c. posting machines
   d. guest folios with sensitized paper

4. To open safety deposit boxes requires:

   a. one key.
   b. three keys.
   c. two keys.
   d. management's approval only.

5, "Blocking" rooms means to:

   a. free these rooms for sale.
   b. hold these rooms for impending arrivals.
   c. hold these rooms in reserves for sale.
   d. alert housekeeping that these rooms are ready to be cleaned.

25.02.04.02

6. Which is not an advantage of the NCR 42, for the operator?

   a. reduces posting time
   b. eliminates mental computation of guest balances
   c. offers protection against errors
   d. none of the above

7. The control keyboard on the NCR 42 does not permit:

   a. column selection of forms inserted into the machine.
   b. addition, subtraction, and multiplication.
   c. transfer of debit and credit.
   d. sub-balances, subtotal, totals.

8. The subtotal key on the NCR 42:

   a. is used to print the total of guest charge before balancing out the guest folio.
   b. prints a "Z".
   c. is used to read the departmental totals (paid - paid out).
   d. is used to zero the departmental totals (paid - paid out).

9. The total key on the NCR 42:

   a. is used by the desk clerk to clear the machine.
   b. totals the balance on the guest folios.
   c. does not operate without the night auditor's key.
   d. prints an "X".

10. The code index keys on the NCR 42:

    a. are used to post the room numbers on the guest folio.
    b. work only in conjunction with the room number keys.
    c. are used to further describe types of transactions on the control keys.
    d. none of the above.

25.02.04.03

11. A balance on the NCR 42 prints:

    a. above the red line on the left printing table.
    b. below the red line on the left printing table.
    c. in the second column of the guest folio.
    d. above the red line on the right printing table.

25.02.04.03 **Continued**

12. The departmental credit keys cause what to happen in the balance computing mechanism and in individual totals on the NCR 42?

    a. addition
    b. subtraction
    c. multiplication
    d. addition and subtraction

13. Mr. Grey checks out and pays his bill of $101.96. The next day he returns to dispute a $5.00 restaurant charge (which management approves). To correct the mistake you:

    a. use the correction minus and correction plus keys.
    b. give him all his money back and have him pay you the lesser amount.
    c. use the correction minus and paid out keys.
    d. use the miscellaneous credit and paid out keys.

14. You receive a $6.00 restaurant charge voucher for Mr. Bill Wate of Room 303. You get his folio from the guest folio rack (it has a debit balance of $4.00) and:

    a. press room number, press amount $4.00, press debit balance pick up key.
    b. post the $6.00 to restaurant.
    c. hit the sub-balance key to complete the transaction.
    d. press room number 303, amount key of $6.00, press debit balance pick up key.

15. Mrs. June Bookly, who has just eaten at the restaurant, informs you that she would like to give waitress #11 a tip of $1.50. You:

    a. record the transaction with the paid out key.
    b. record the transaction with the restaurant key.
    c. pay the waitress $1.50 and record the amount with the miscellaneous debit key.
    d. pay the waitress $1.50 and use the correction plus key.

25.02.04.04.

16. The reason for separating the ledger-statement when forwarding a balance is: (on the NCR 42)

    a. so the transaction will not print on all three statements.
    b. one copy goes in check out section, and one copy to new guest folio.
    c. the folio does not get stuck in the machine.
    d. this is management's policy.

25.02.04.04 Continued

17. Is it necessary to prepare a transfer voucher when forwarding a balance (on the NCR 42)?

    a. No, because no totals are affected.
    b. Yes, always, because it helps the night auditor.
    c. Only when using the first method given in the book.
    d. It depends on the balance forwarding method you are using.

18. A "hold" transaction: (on the NCR 42)

    a. is used for a skipper.
    b. cannot be physically "held".
    c. is when a guest has charges after he leaves, so you post it to his account until he returns again.
    d. is used when a guest who has been staying at the hotel leaves but is expected to return shortly.

19. When transferring a hold transaction to the city ledger (on the NCR 42):

    a. you use the symbol 6000 on the index keys.
    b. you don't use a voucher because the night auditor will know what happened.
    c. a blank line should be left under each posting to permit entry of the transfer to the guest account.
    d. the book says to use 9999 on the index keys.

20. A paid out (on the NCR 42) for a hotel expense:

    a. is handled the same as a paid out for a guest.
    b. is handled through the machine.
    c. is not used when preparing the cash report.
    d. must be accompanied by a document, signed by the recipient.

UNIT POST TEST ANSWER KEY: EQUIPMENT USED BY DESK CLERK

LAP .01

1. A
2. A
3. D
4. C
5. B

LAP .02

6. C
7. B
8. C
9. C
10. C

LAP .03

11. A
12. B
13. D
14. A
15. A

LAP .04

16. B
17. D
18. D
19. C
20. D